

**BELLSOUTH**

**EX PARTE OR LATE FILED**

Kathleen B. Levitz  
Vice President-Federal Regulatory

March 2, 1999

**RECEIVED**

Ms. Magalie Roman Salas  
Secretary  
Federal Communications Commission  
The Portals  
445 12<sup>th</sup> St. S.W.  
Washington, D.C. 20554

MAR - 2 1999  
FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

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1133-21st Street, N.W.  
Washington, D.C. 20036-3351  
202 463-4113  
Fax: 202 463-4198  
Internet: levitz.kathleen@bsc.bls.com

Re: Written Ex Parte in CC Docket No. 98-56 and  
CC Docket No. 98-121

Dear Ms. Salas:

This is to inform you that on March 1, 1999 BellSouth Corporation made a written ex parte to Dr. Daniel Shiman of the Common Carrier Bureau's Policy and Program Planning Division. That ex parte consists of a copy of those parts of BellSouth's February 25, 1999 filing in the Louisiana Public Service Commission's Docket No. U-22252-Subdocket C that present the results of BellSouth's continuing effort to develop a reasonable statistical methodology for determining whether BellSouth is meeting its obligation to provide nondiscriminatory access to unbundled network elements. This information has been submitted in response to Dr. Shiman's request.

Pursuant to Section 1.1206(a)(1) of the Commission's rules, I am filing two copies of this notice and that written ex parte presentation in both the dockets identified above. Please associate this notification with the record in both those proceedings.

Sincerely,

Kathleen B. Levitz  
Vice President-Federal Regulatory

Attachment

cc: Daniel Shiman (w/o attachment)  
Florence Setzer (w/o attachment)  
Alex Belinfante (w/o attachment)  
Jake Jennings (w/o attachment)  
Andre Rausch (w/o attachment)  
Whitey Thayer (w/o attachment)

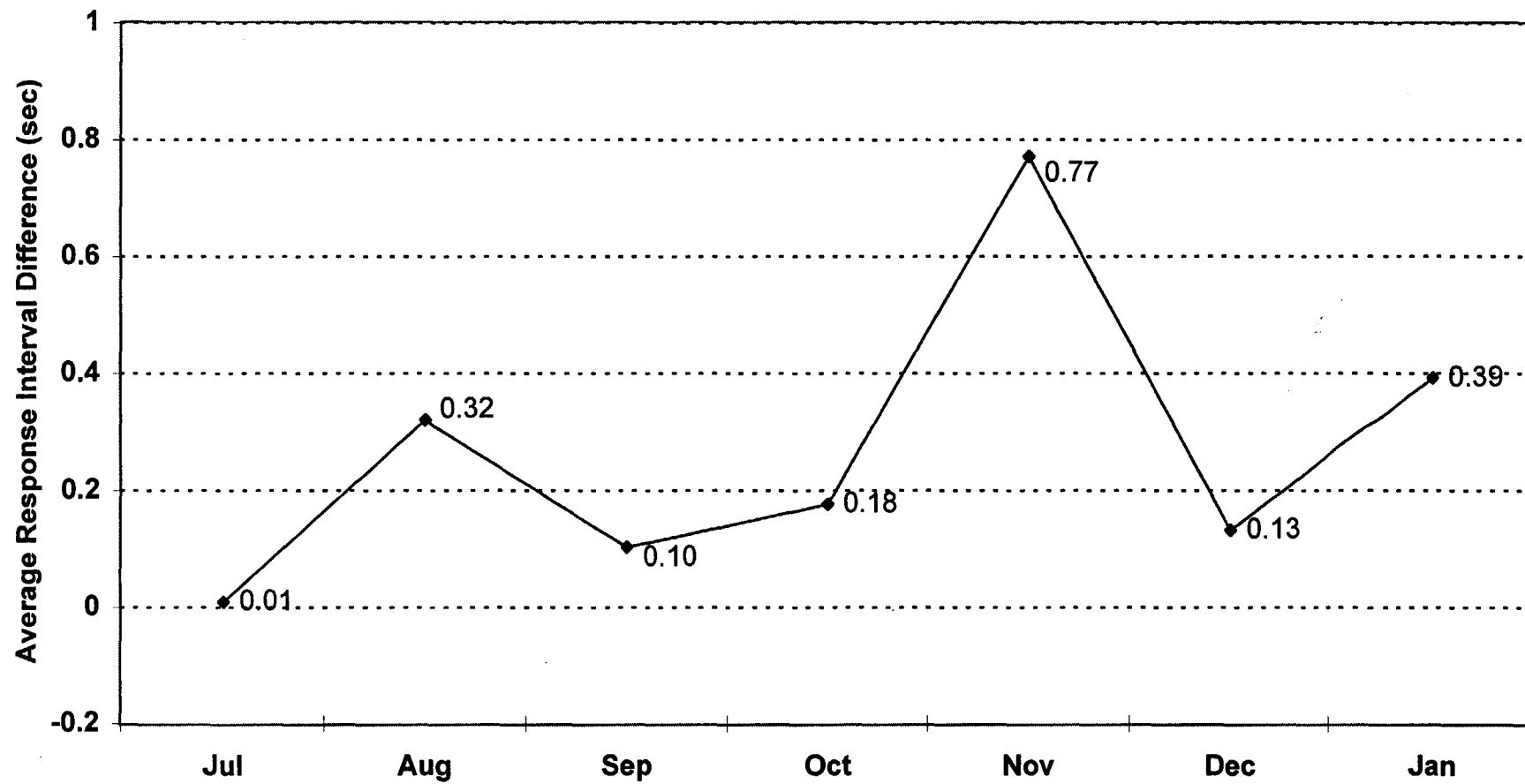
# OSS Response Interval

December 1998

Open Source Software  
Response Interval

# OSS Response Interval

## Mean Differences by Month - Overall Series



## December 1998

### OSS Response Interval Web Report

This table displays BellSouth and CLEC information as downloaded from the December monthly web report,  
<https://clec.bellsouth.com>

SYSTEM	BELL SOUTH (RNS)			CLEC (LENS)				
	< 2.3 SECONDS	> 6 SECONDS	AVERAGE SECONDS	# OF CALLS	< 2.3 SECONDS	> 6 SECONDS	AVERAGE SECONDS	# OF CALLS
RSAG								
BY TN	97.04%	1.21%	1.10	132351	97.92%	0.41%	0.88	76739
BY ADDR	92.12%	2.20%	2.09	226167	92.60%	1.08%	1.27	113261
ATLAS	97.62%	1.24%	0.67	153195	97.87%	0.27%	0.83	36318
DSAP	98.69%	0.67%	0.44	259273	99.47%	0.26%	0.39	49782
CRSACCTS <sup>1</sup>	95.27%	1.42%	1.55	665664				
OASISNET <sup>3</sup>								
OASISBSN <sup>2</sup>	98.26%	0.56%	0.66	855375				
OASISCAR <sup>2</sup>	96.81%	0.49%	0.87	408897				
OASISLPC <sup>2</sup>	97.85%	0.51%	0.86	150745				
OASISMTN <sup>2</sup>	98.73%	0.48%	0.74	264830				
OASISOCP <sup>3</sup>								
OASISBIG <sup>2</sup>	3.34%	24.43%	5.28	713391				
HAL/CRIS <sup>2</sup>					5.14%	30.51%	6.08	646481
COFI/USOC <sup>2</sup>					99.51%	0.14%	0.42	15510
PSIMS/ORB <sup>2</sup>					56.47%	11.28%	2.53	42039

**Note 1:** CSR data is retrieved via the CRSACCTS contract in RNS and the HAL/CRIS contract in LENS. The HAL/CRIS response time shown above includes processing time for filtering and formatting CSR data which is not included in the CRSACCTS contract. RNS time reflects the handling of residence orders only, while LENS time reflects the handling of both residence and more complex business orders.

**Note 2:** Service/feature availability is retrieved via a series of OASIS contracts in RNS and via calls to COFFI and P/SIMS in LENS.

**Note 3:** OASIS contract in RNS replaced by OASISBIG.

## December 1998

# OSS Response Interval Web Report Verification

This section reports whether there are any inconsistencies between the data reported on the web and calculations done during our processing.  
Excludes all non-like-to-like systems.

### Verify CLEC Web Report Values

Matched	Did Not Match
16	0

### Verify BST Web Report Values

Matched	Did Not Match
16	0

CLEC Inconsistencies				BST Inconsistencies			
System	Average Seconds		# of Calls	System	Average Seconds		# of Calls
	<u>Web Report</u>	<u>Raw Data</u>			<u>Web Report</u>	<u>Raw Data</u>	
.	.	.	.	.	.	.	.

Explanation (as needed)

## December 1998

### OSS Response Interval Filtering Information

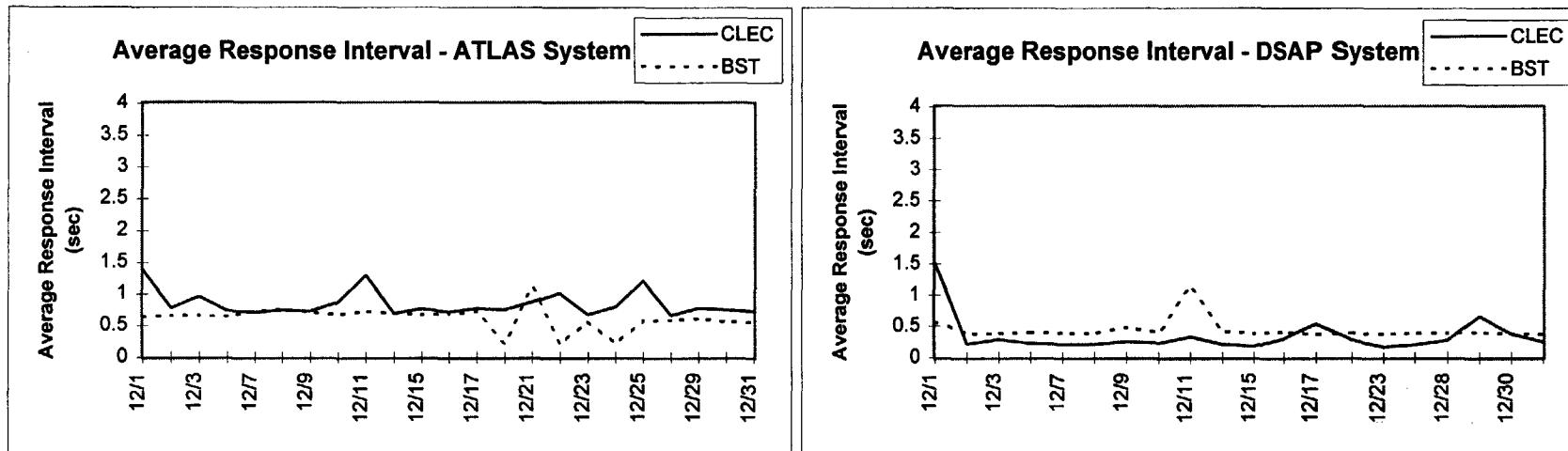
This table displays information about the size of the database files and the cases that were removed from the analysis.

DBS1	
<b>Unfiltered Total</b>	212
<b>Uncomparable System Records Removed</b>	
CRSACCTS	23
OASISBSN	23
OASISCAR	20
OASISLPC	20
OASISMTN	20
OASISBIG	20
<b>Weekend Records Removed</b>	0
<b>FILTERED TOTAL</b>	86

DBS2	
<b>Unfiltered Total</b>	214
<b>Uncomparable System Records Removed</b>	
HAL/CRIS	31
COFI/USOC	29
PSIMS/ORB	30
<b>Weekend Records Removed</b>	32
<b>FILTERED TOTAL</b>	92

## December 1998

### OSS Response Interval -- Descriptive Page



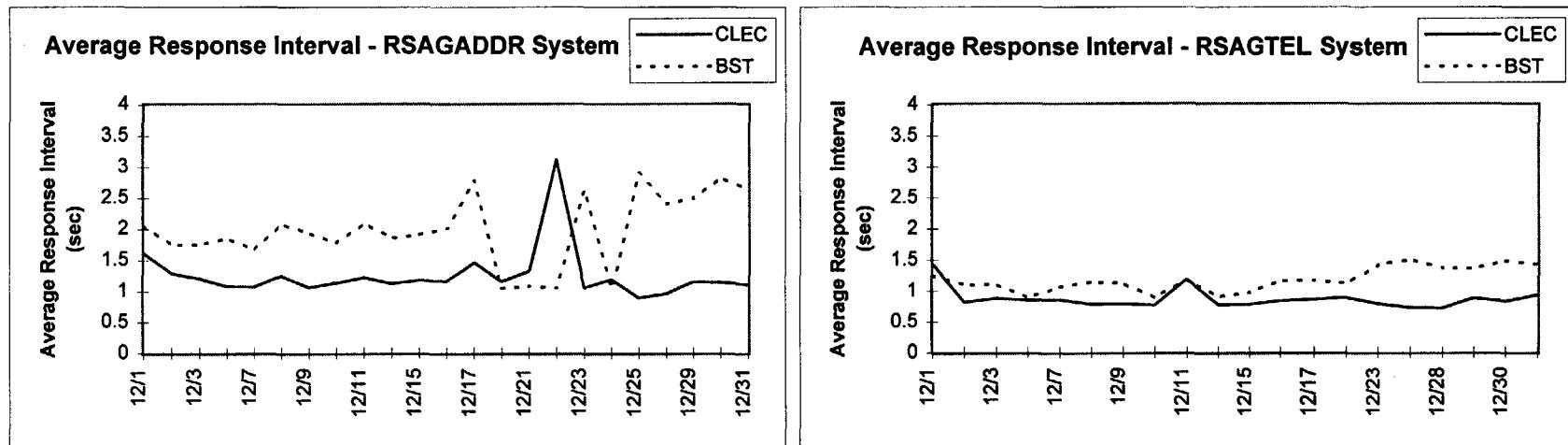
Service Provider	Mean
BST	0.6695
CLEC	0.8303
Difference	-0.1608

Service Provider	Mean
BST	0.4403
CLEC	0.3987
Difference	0.0416

Note: Sums of squares were unavailable for the Response Interval, thus a standard deviation could not be calculated for these measures.

## December 1998

### OSS Response Interval -- Descriptive Page



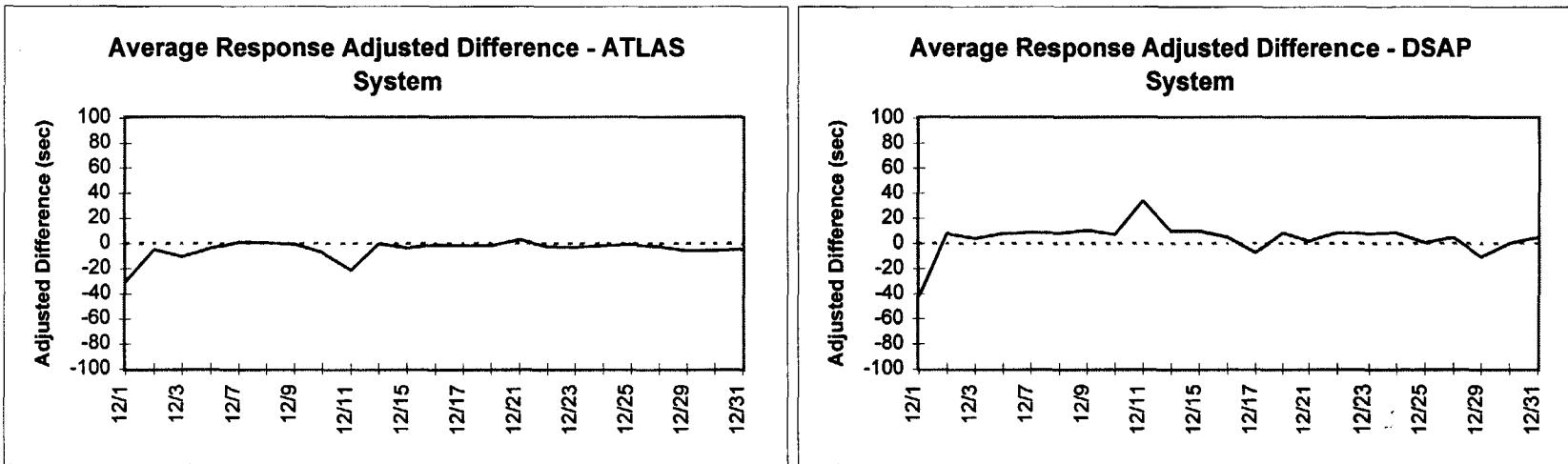
Service Provider	Mean
BST	2.0860
CLEC	1.2742
Difference	0.8118

Service Provider	Mean
BST	1.0995
CLEC	0.8857
Difference	0.2138

Note: Sums of squares were unavailable for the Response Interval, thus a standard deviation could not be calculated for these measures.

## December 1998

### OSS Response Interval -- Decision Page



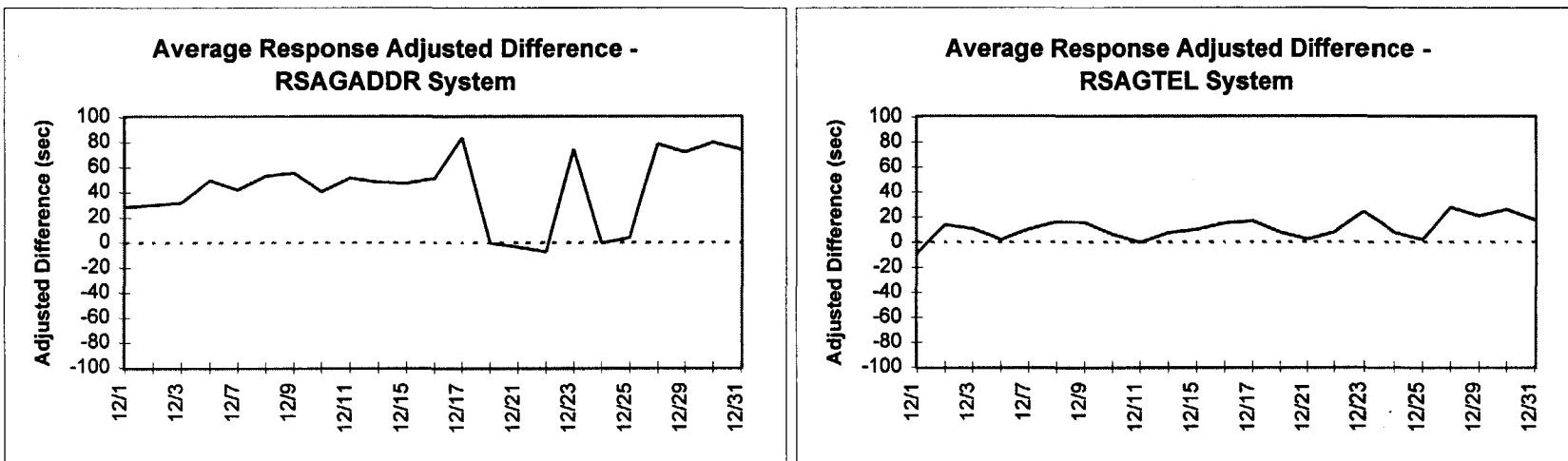
Mean	Standard Error	Test Statistic	df	P-value (percent)
-5.06	2.55	-1.98	22	3.01

Mean	Standard Error	Test Statistic	df	P-value (percent)
4.78	3.18	1.50	22	7.38

Note: On weekdays for which CLEC observations existed, but BST observations did not, the BST observations were handled as missing values and values were imputed.

## December 1998

### OSS Response Interval -- Decision Page



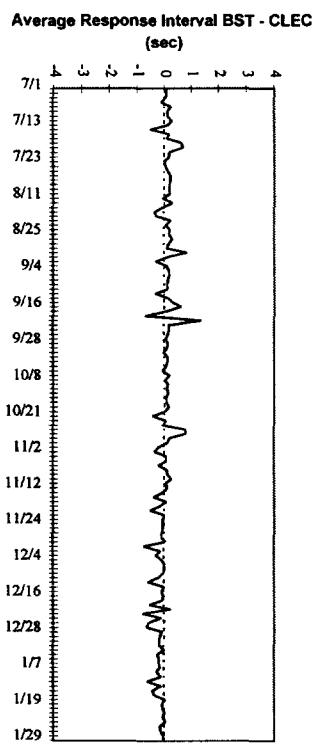
Mean	Standard Error	Test Statistic	df	P-value (percent)
43.34	6.50	6.66	22	0.00

Mean	Standard Error	Test Statistic	df	P-value (percent)
10.90	5.10	2.14	22	2.21

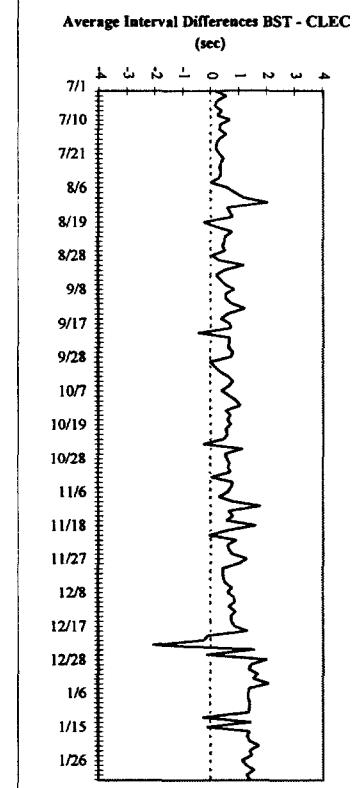
Note: On weekdays for which CLEC observations existed, but BST observations did not, the BST observations were handled as missing values and values were imputed.

**July 1998 - January 1999  
OSS Response Interval -- Document Page**

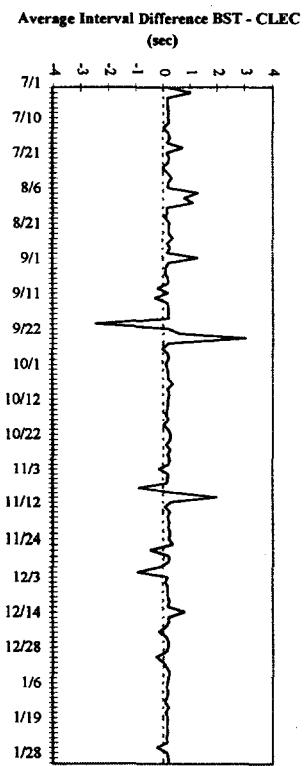
Average OSS Response Interval Differences - ATLAS System



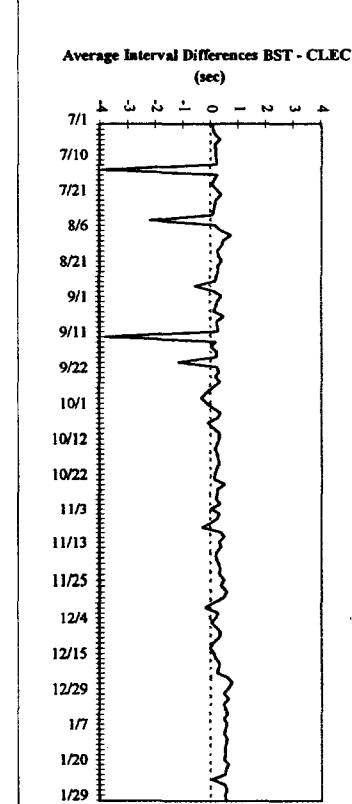
Average OSS Interval Differences - RSAGADDR System



Average OSS Interval Differences - DSAP System



Average OSS Interval Differences - RSAGTEL System



## July - December 1998 OSS Response Interval -- Document Page

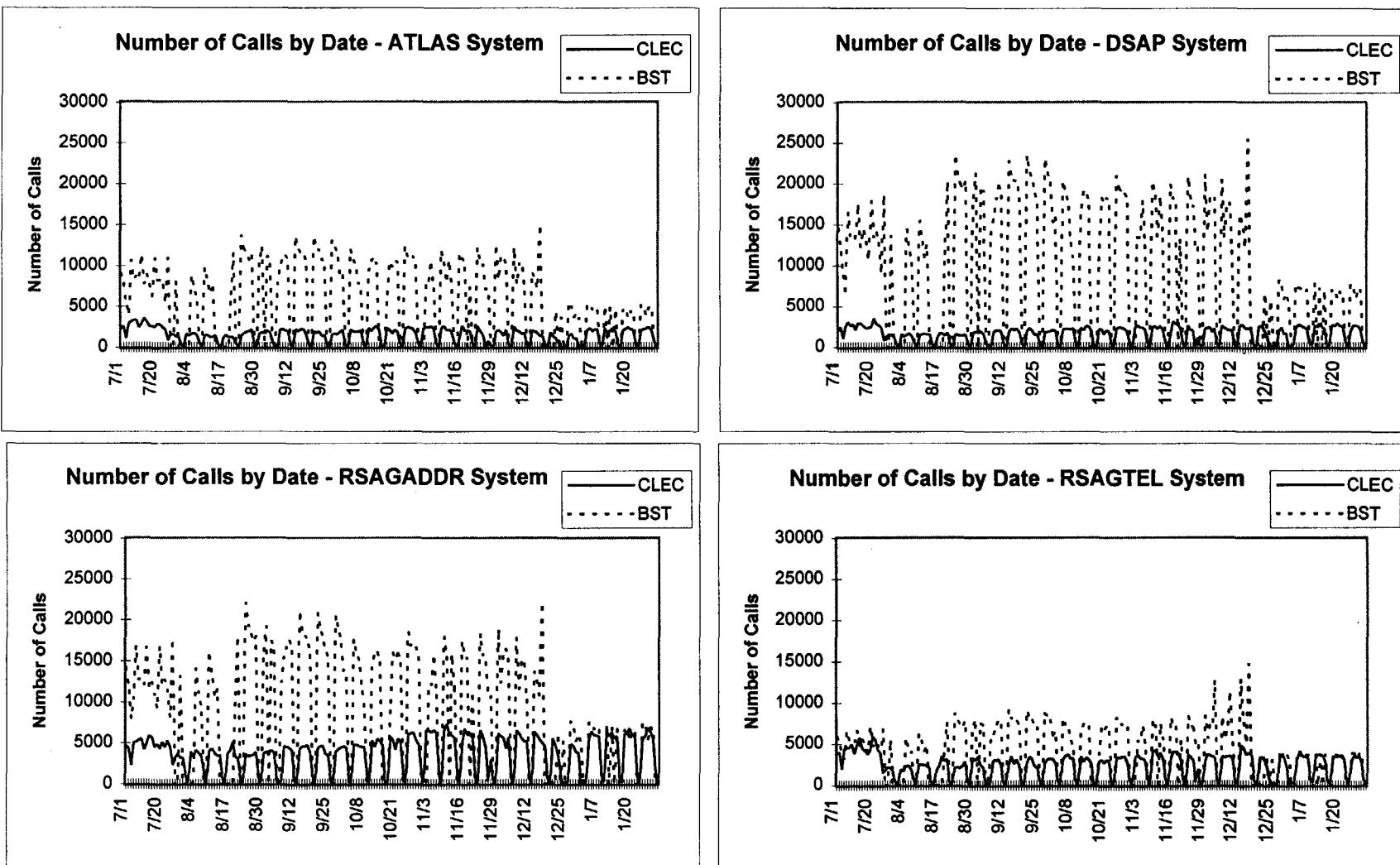
### Time Series Analysis Results

System	Result	Parameters	Estimated White Noise Variance
ATLAS	AR(1) model	$\phi_1=.168682$	1504955000
DSAP	AR(3) model	$\phi_1=.075329$ $\phi_2=-.086617$ $\phi_3=-.256442$	353610000
RSAGADDR	AR(3) model	$\phi_1=.173137$ $\phi_2=-.049263$ $\phi_3=.173076$	518551000
RSAGTEL	white noise	-	599188000

The residuals of each series were tested under the Ljung-Box and McLeod-Li portmanteau tests of independence. These tests of independence assume independent data under the null hypothesis and are approximately chi-squared with twenty degrees of freedom.

System	Ljung-Box test statistic	P-value (percent)	McLeod-Li test statistic	P-value (percent)
ATLAS	37.0630	1.1500	17.3750	62.8506
DSAP	23.1860	27.9754	18.2660	56.9890
RSAGADDR	15.5880	74.1833	15.5860	74.1953
RSAGTEL	12.8280	88.4641	2.6927	99.9998

## July 1998 - January 1999 OSS Response Interval -- Document Page



## December 1998

### OSS Response Interval Imputed and Removed Values

Weekdays for which no BST value was reported, an adjusted difference was imputed for the purposes of time series analysis, thus handling the observation as if it were missing data. As a result of low volume of calls, all CLEC weekend values were removed.

CLEC Values Imputed (weekdays)			
Date	System	# calls	Average Seconds
12/18/98	DSAP	2262	0.46
12/18/98	RSAGTEL	3567	0.79
12/22/98	DSAP	2615	1.13
12/22/98	RSAGTEL	3348	1.31
12/24/98	DSAP	821	0.18
12/24/98	RSAGTEL	990	0.77

CLEC Values Removed (weekends)			
Date	System	# calls	Average Seconds
12/5/98	ATLAS	291	0.68
12/5/98	DSAPDDI	348	0.19
12/5/98	RSAGADDR	796	0.92
12/5/98	RSAGTEL	609	0.79
12/6/98	ATLAS	26	1.06
12/6/98	DSAPDDI	172	0.16
12/6/98	RSAGADDR	254	1.33
12/6/98	RSAGTEL	232	0.81
12/12/98	ATLAS	231	0.56
12/12/98	DSAPDDI	333	0.17
12/12/98	RSAGADDR	1019	0.79
12/12/98	RSAGTEL	585	0.65
12/13/98	ATLAS	11	1.38
12/13/98	DSAPDDI	111	0.18
12/13/98	RSAGADDR	200	1.41
12/13/98	RSAGTEL	262	0.87
12/19/98	ATLAS	263	0.59
12/19/98	DSAPDDI	323	0.17
12/19/98	RSAGADDR	723	0.97
12/19/98	RSAGTEL	441	0.66

## December 1998 - continued

### OSS Response Interval Imputed and Removed Values

Weekdays for which no BST value was reported, an adjusted difference was imputed for the purposes of time series analysis, thus handling the observation as if it were missing data. As a result of low volume of calls, all CLEC weekend values were removed.

CLEC Values Imputed (weekdays)			
Date	System	# calls	Average Seconds

CLEC Values Removed (weekends)			
Date	System	# calls	Average Seconds
12/20/98	ATLAS	34	0.92
12/20/98	DSAPDDI	121	0.17
12/20/98	RSAGADDR	152	1.49
12/20/98	RSAGTEL	151	0.94
12/26/98	ATLAS	72	0.70
12/26/98	DSAPDDI	153	0.15
12/26/98	RSAGADDR	298	0.95
12/26/98	RSAGTEL	144	0.61
12/27/98	ATLAS	27	1.11
12/27/98	DSAPDDI	49	0.18
12/27/98	RSAGADDR	138	1.36
12/27/98	RSAGTEL	88	0.95

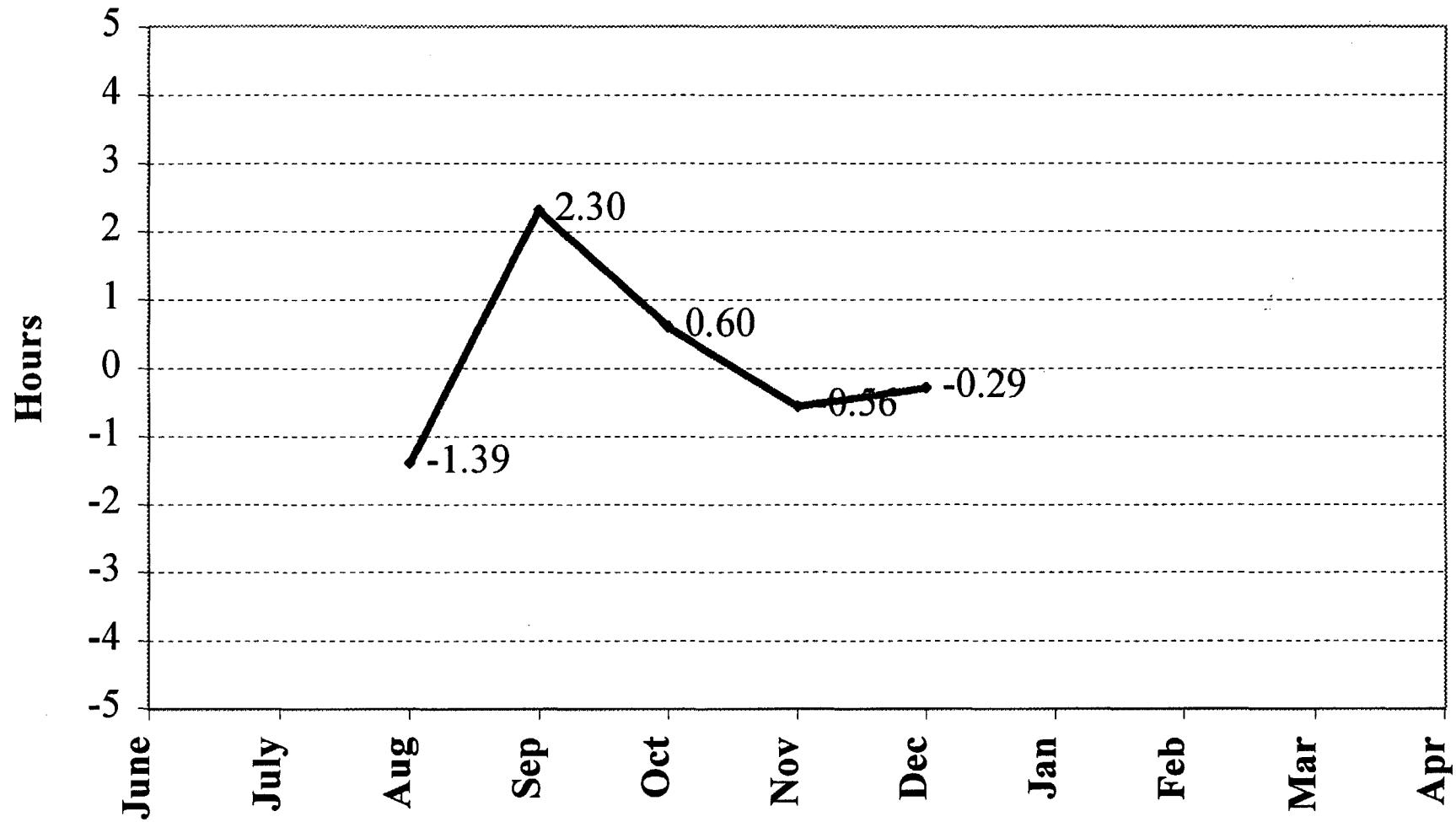


# Maintenance Average Duration

December 1998

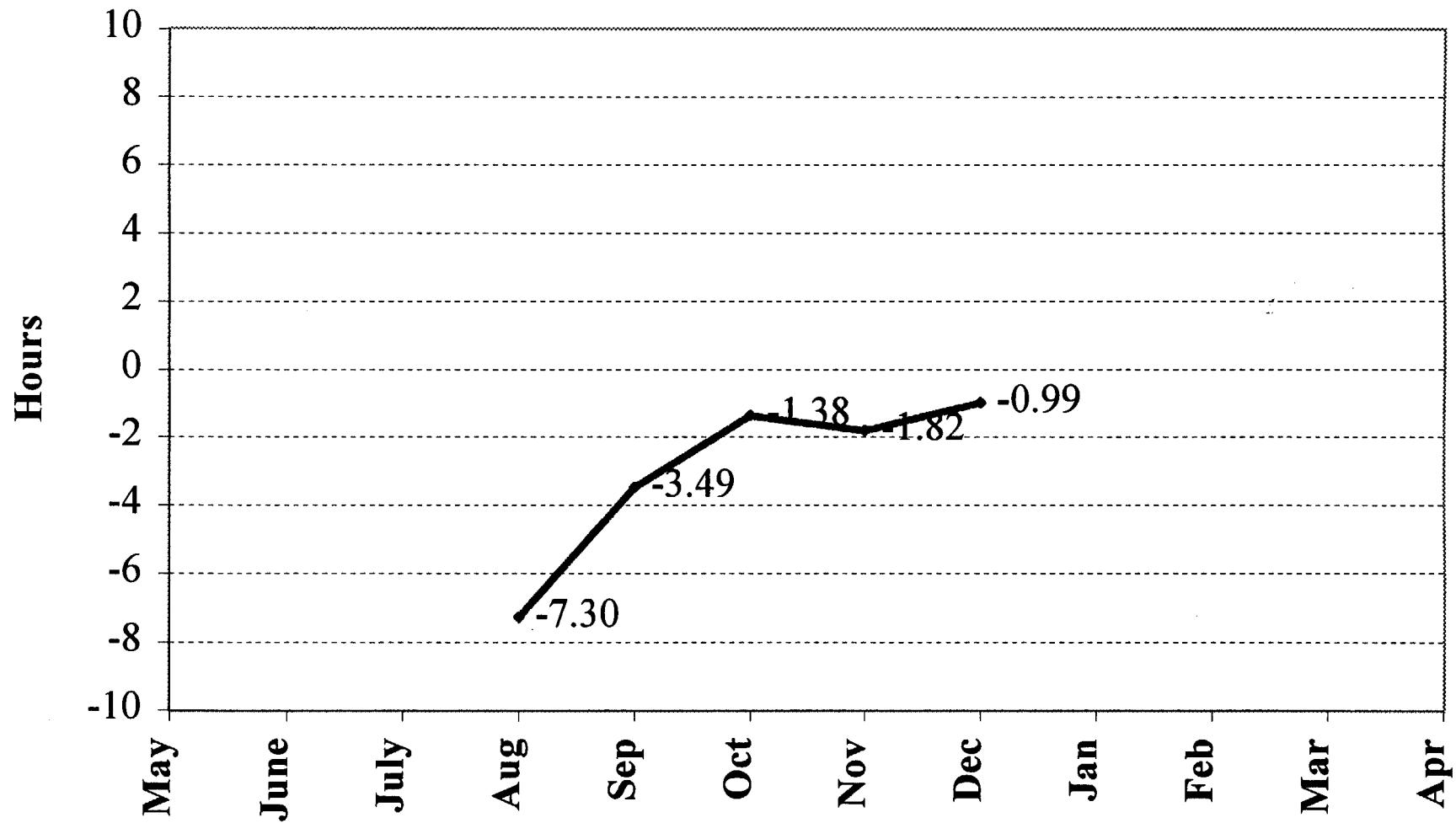
## **Maintenance Average Duration - Non Designed**

### **Mean Differences Adjusted to CLEC by Month**



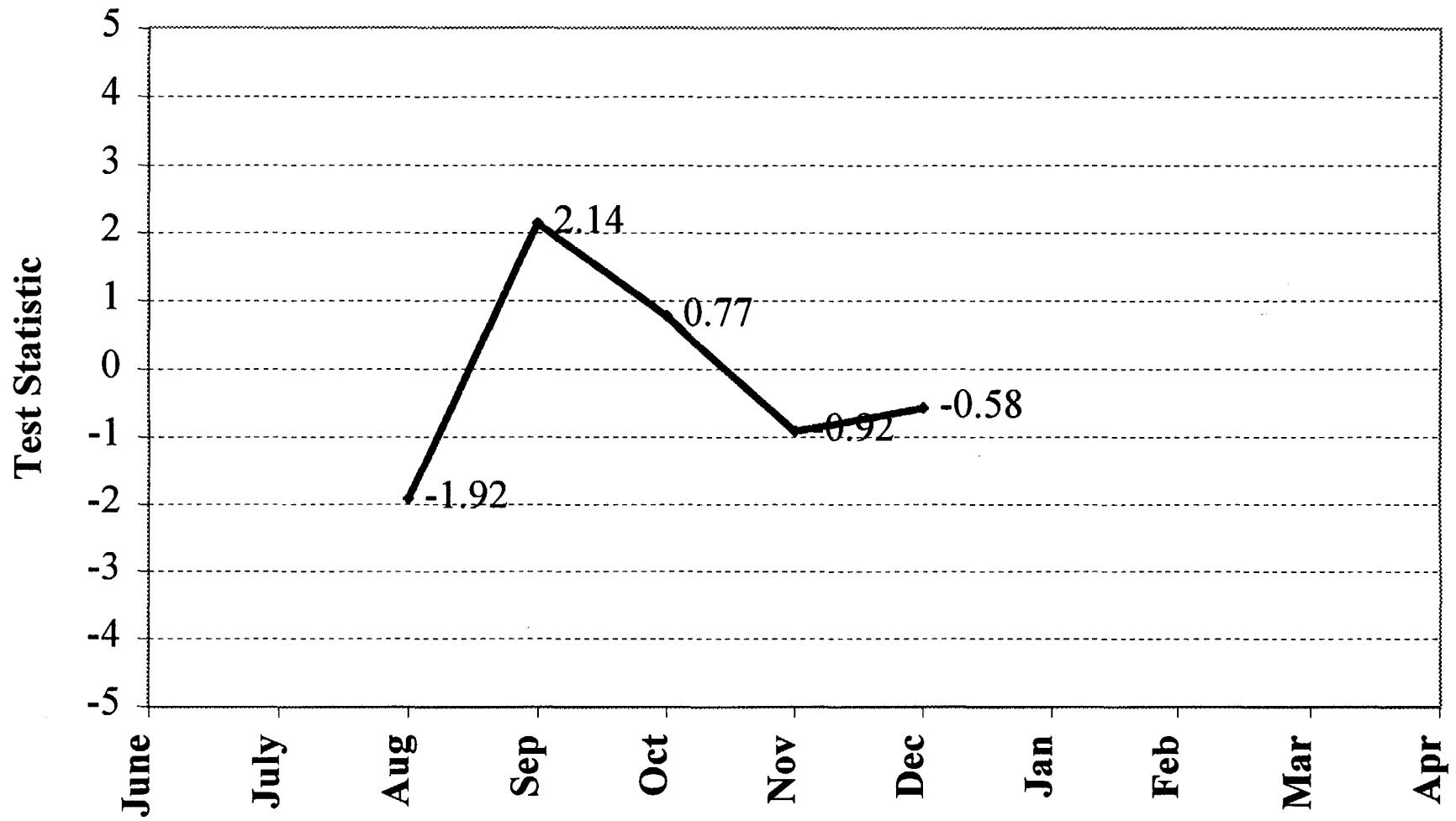
## Maintenance Average Duration - Designed

### Mean Differences Adjusted to CLEC by Month



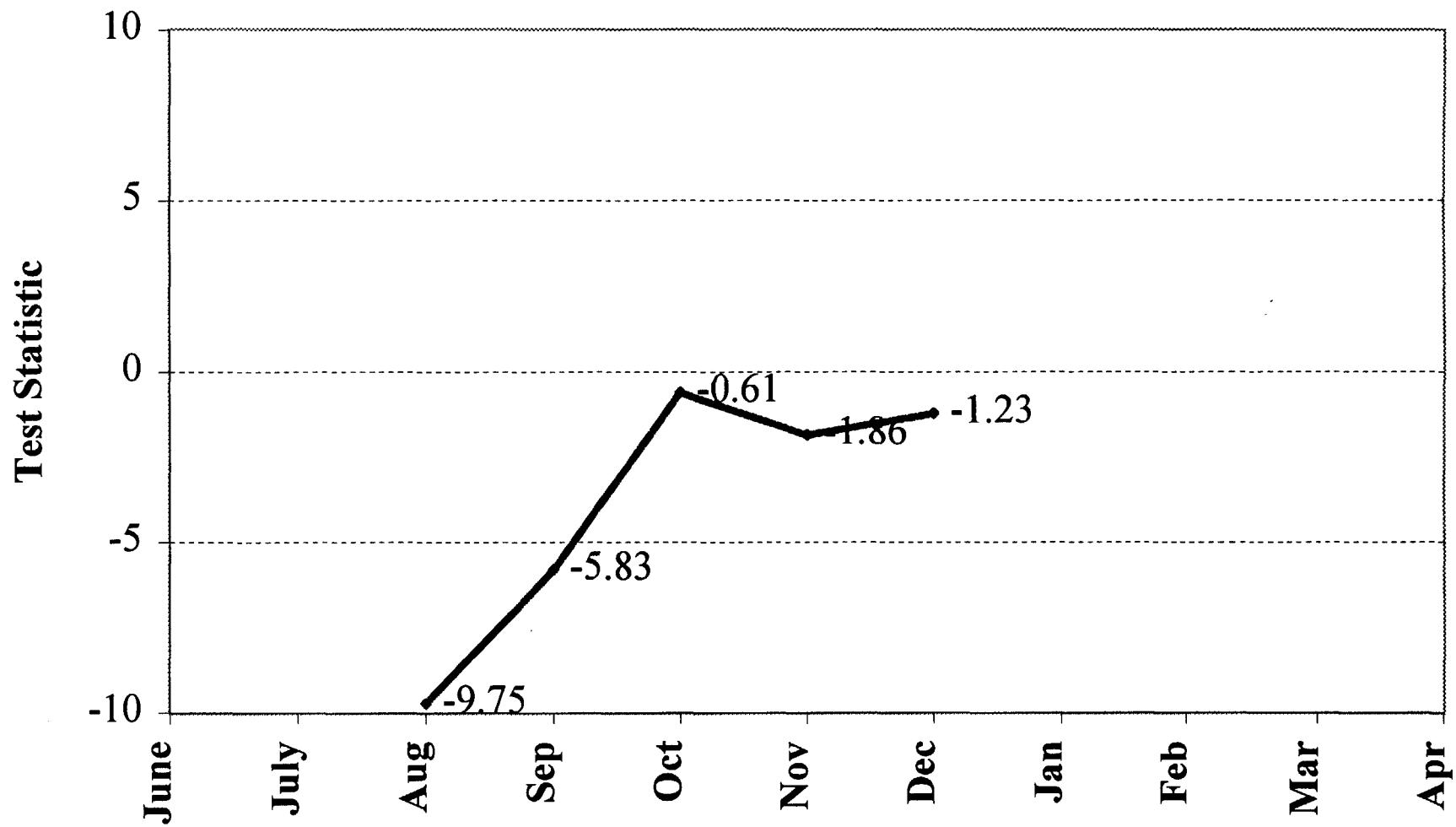
## **Maintenance Average Duration - Non Designed**

### **Jackknife Statistics Adjusted to CLEC by Month**



## Maintenance Average Duration - Designed

### Jackknife Statistics Adjusted to CLEC by Month



## December 1998

### Maintenance Average Duration Web Report -- Aggregate CLEC

This table displays aggregate CLEC information as published on the December monthly web report, <https://clec.bellsouth.com>.

<b>CLEC - Non-Design</b>	<b>RESIDENCE</b>			<b>BUSINESS</b>			<b>TOTAL</b>			
	Dispatched	Non-Disp.	Total	Dispatched	Non-Disp.	Total	Dispatched	Non-Disp.	Total	
LOUISIANA	Avg. Dur	34.58	10.63	28.17	17.22	6.28	13.96	32.14	9.93	26.09

#### **CLEC - Design**

	Rec to Clr Avg Dur	Dispatched	Non-Disp.	Total
LOUISIANA		6.84	1.17	5.53

## December 1998

### Maintenance Average Duration Web Report -- BellSouth

This table displays BellSouth information as published on the December monthly web report, <https://clec.bellsouth.com>.

<b>BST - Non-Design</b>	<b>RESIDENCE</b>			<b>BUSINESS</b>			<b>TOTAL</b>			
	Dispatched	Non-Disp.	Total	Dispatched	Non-Disp.	Total	Dispatched	Non-Disp.	Total	
LOUISIANA	Avg. Dur	32.49	14.69	25.03	15.15	6.57	12.84	29.02	13.77	23.01

#### **BST - Design**

		Dispatched	Non-Disp.	Total
LOUISIANA	Rec to Clr Avg Dur	6.04	1.29	4.30

# December 1998

## Maintenance Average Duration Web Report Verification

This section reports whether there are any inconsistencies between the data reported on the web and calculations done during our processing.  
 Does not include matching the CLEC UNE data.

### **NON-DESIGNED**

CLEC Inconsistencies								BST Inconsistencies							
Desc	Hours		Count		Average Duration		Desc	Hours		Count		Average Duration		Raw	Web
	Raw	Web	Raw	Web	Raw	Web		Raw	Web	Raw	Web	Raw	Web		
							DR	925,835.06	925,835.94	28,498	28,498	32.49	32.49		
							NDR	301,932.00	301,930.59	20,547	20,547	14.69	14.69		

### **DESIGNED**

CLEC Inconsistencies								BST Inconsistencies							
Desc	Hours		Count		Average Duration		Desc	Hours		Count		Average Duration		Raw	Web
	Raw	Web	Raw	Web	Raw	Web		Raw	Web	Raw	Web	Raw	Web		
D	365.02	362.73	54	53	6.76	6.84									

### **Explanation**

*Data for the hours were rounded to 2 decimal places. Therefore, differences in total hours may be attributed to the rounding. In the future we will use much higher precision for doing these calculations.*

## December 1998

### Maintenance Average Duration Filtering Information

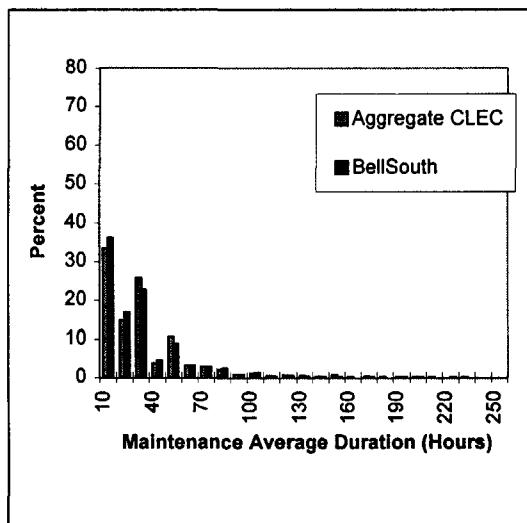
This table displays information about the size of the database files and the cases that were removed from the analysis.

Unfiltered Data	
<b>Unfiltered Total</b>	<b>4,218</b>
Total Removed Prior to Web Reporting (e.g. <i>non resale and non customer direct cases</i> )	2,129
<b>Total Reported on Web Report</b>	<b>2,089</b>
No Matching Classification Removals	2
<b>FILTERED TOTAL</b>	<b>2,087</b>

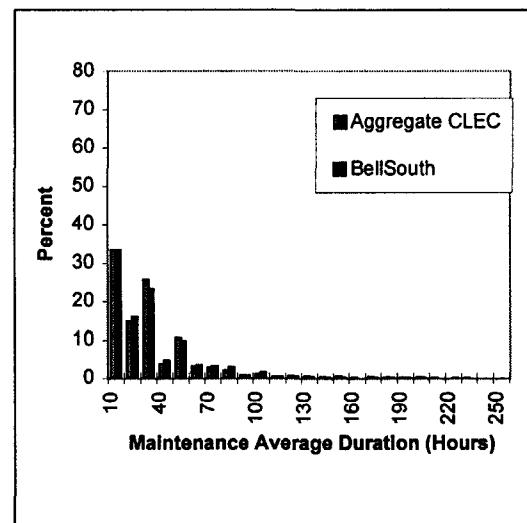
Filtered Data	
<b>Unfiltered Total</b>	<b>116,577</b>
Total Removed Prior to Web Reporting (e.g. <i>non retail and non customer direct cases</i> )	57,764
<b>Total Reported on Web Report</b>	<b>58,813</b>
No Matching Classification Removals	15,326
<b>FILTERED TOTAL</b>	<b>43,487</b>

**December 1998**  
**Maintenance Average Duration -- Descriptive Page**  
**Non Designed Cases**

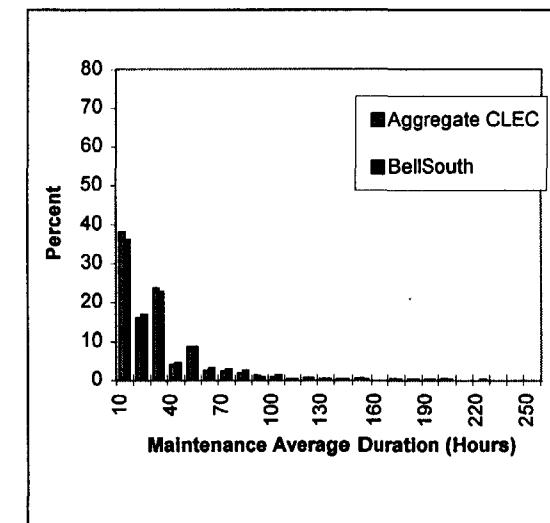
**Filtered**



**Adjusted to CLEC**



**Adjusted to BST**



Numerical		
Service Provider	Mean	Standard Deviation
BST	23.91	25.65
CLEC	26.11	28.55
Difference	-2.20	

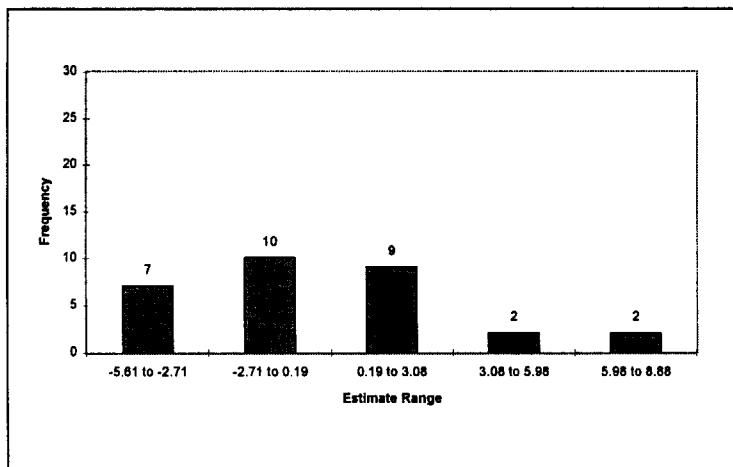
Numerical		
Service Provider	Mean	Standard Deviation
BST	25.83	26.90
CLEC	26.11	28.55
Difference	-0.29	

Numerical		
Service Provider	Mean	Standard Deviation
BST	23.91	25.65
CLEC	23.37	26.97
Difference	0.54	

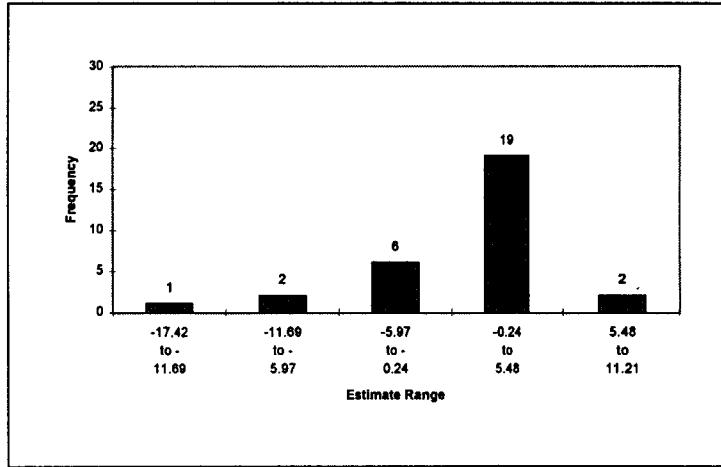
**December 1998**  
**Maintenance Average Duration -- Decision Page**  
**Non Designed Cases**

**Frequency Distributions of Replicate Estimates**

**Adjusted to CLEC**



**Adjusted to BST**



Tests		
Testing Method	Test Statistic	P-value (percent)
LCUG	-0.47	32.10
POOL	-0.45	32.60
REPL	-0.46	32.62
REPL ADJ	-0.48	31.71
JACK	-0.55	29.38
JACK ADJ	-0.58	28.34

Note that the adjustment factor used is: 1.056513

Decision Portion :	Test Stat	P-Value (%)
	0.62	53.8987

Tests		
Testing Method	Test Statistic	P-value (percent)
LCUG	0.67	25.19
POOL	0.65	25.73
REPL	0.57	28.54
REPL ADJ	0.60	27.57
JACK	0.85	20.22
JACK ADJ	0.89	19.07

Note that the adjustment factor used is: 1.050651

Conclusion: The Adjusted LCUG Test Statistic is suitable for comparing BST/CLEC Performance Measures this month.

**December 1998**  
**Maintenance Average Duration -- Document Page**  
**Non Designed Cases**

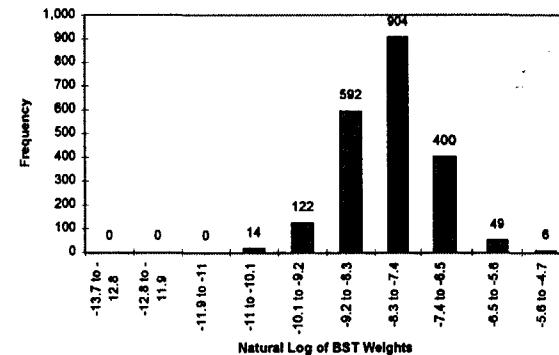
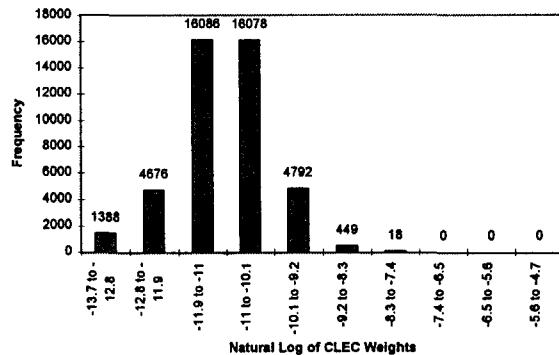
**Adjusted to CLEC**

Numerical	
CLEC Cases	2,087
Adjusted Total BST Cases	2,087

**Adjusted to BST**

Numerical	
Adjusted Total CLEC Cases	43,487
BST Cases	43,487

**Distribution of Natural Log Weights**

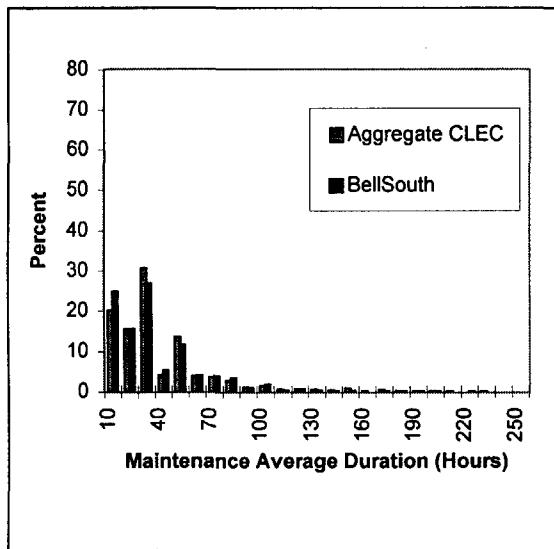


Summary Statistics	Mean	Standard Deviation	Coefficient of Variation
BST Natural Log Weights	-11.002	0.831	
BST Weights	0.048	0.044	0.9225186

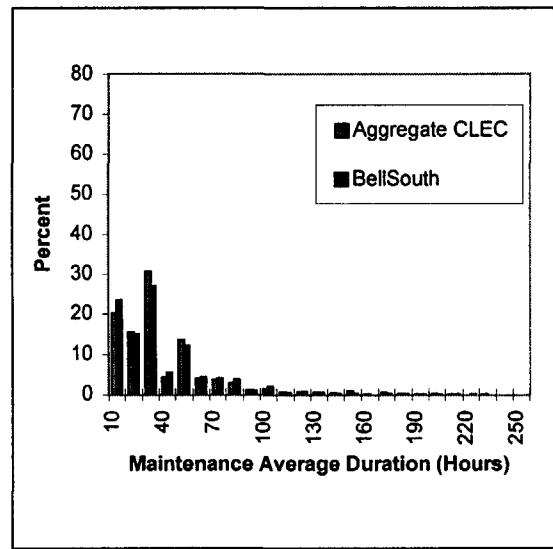
Summary Statistics	Mean	Standard Deviation	Coefficient of Variation
CLEC Natural Log Weights	-7.951	0.776	
CLEC Weights	20.837	21.165	1.015713622

**December 1998**  
**Maintenance Average Duration -- Descriptive Page**  
**Non Designed Dispatched Cases**

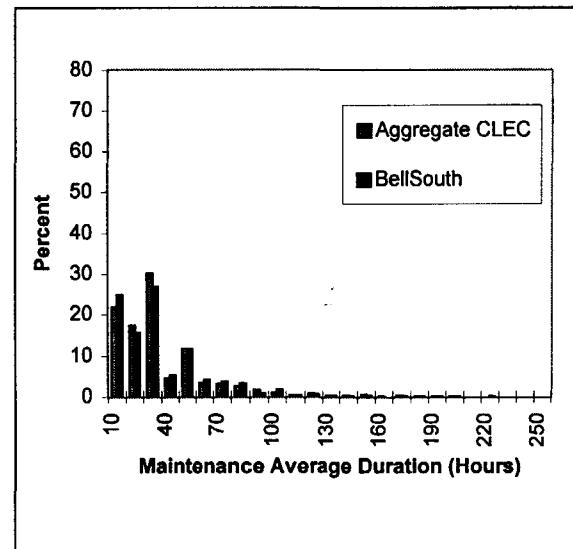
**Filtered**



**Adjusted to CLEC**



**Adjusted to BST**



**Numerical**

Service Provider	Mean	Standard Deviation
BST	29.63	27.07
CLEC	32.16	29.72
Difference	-2.53	

**Numerical**

Service Provider	Mean	Standard Deviation
BST	30.94	27.88
CLEC	32.16	29.72
Difference	-1.22	

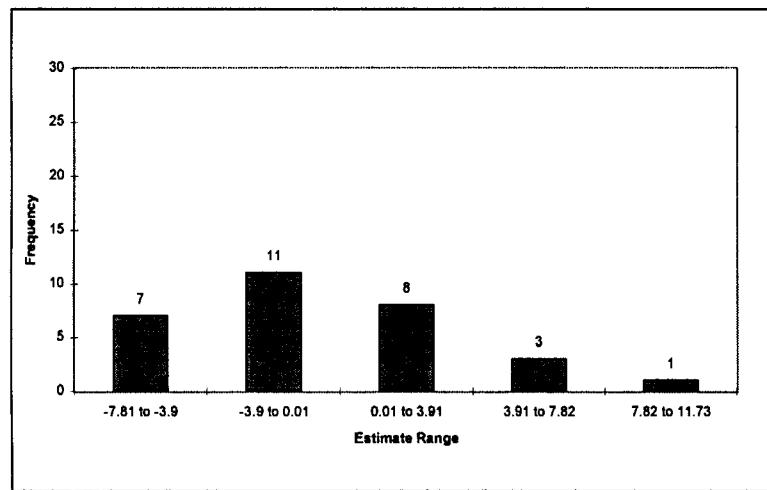
**Numerical**

Service Provider	Mean	Standard Deviation
BST	29.63	27.07
CLEC	30.38	28.31
Difference	-0.75	

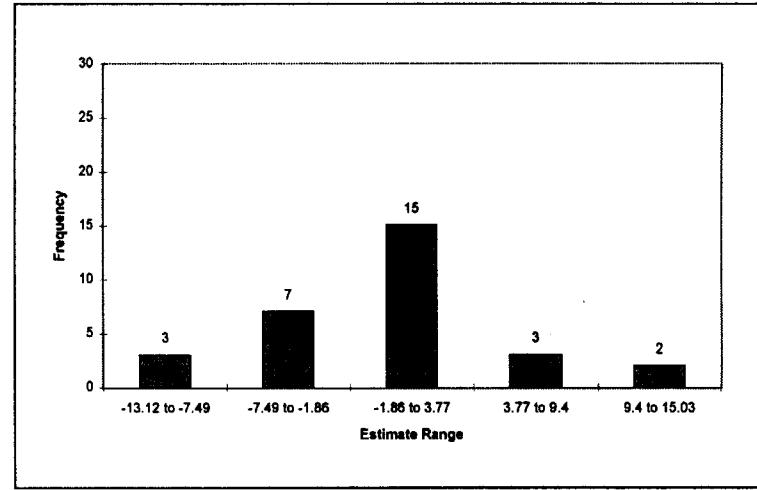
**December 1998**  
**Maintenance Average Duration -- Decision Page**  
**Non Designed Dispatched Cases**

**Frequency Distributions of Replicate Estimates**

**Adjusted to CLEC**



**Adjusted to BST**



Tests		
Testing Method	Test Statistic	P-value (percent)
LCUG	-1.63	5.16
POOL	-1.58	5.74
REPL	-1.51	7.05
REPL ADJ	-1.61	5.96
JACK	-1.70	4.96
JACK ADJ	-1.81	4.06

Note that the adjustment factor used is:

1.060638

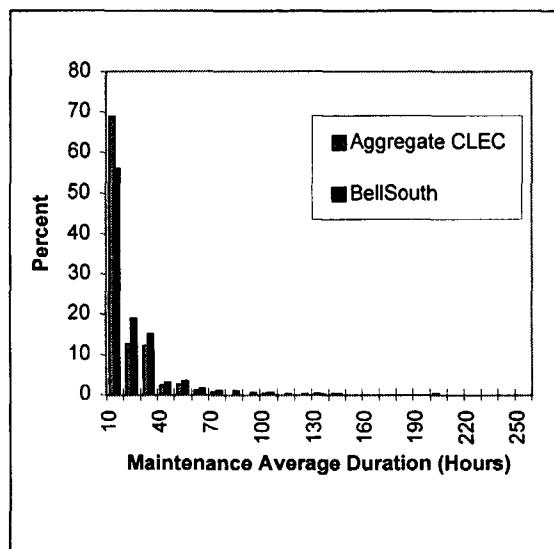
Note that the adjustment factor used is:

1.044298

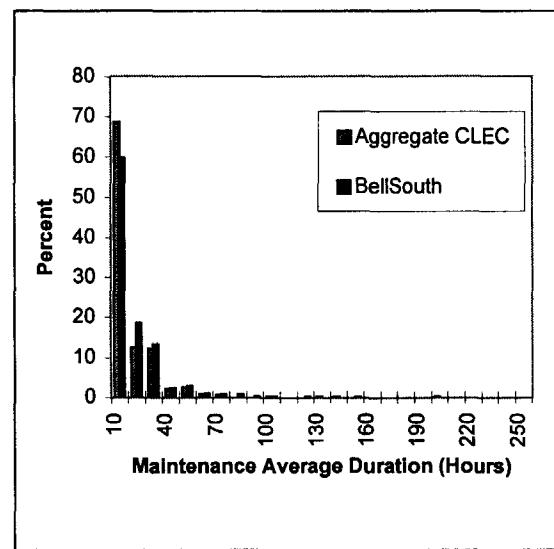
Tests		
Testing Method	Test Statistic	P-value (percent)
LCUG	-0.80	21.27
POOL	-0.78	21.80
REPL	-0.74	23.15
REPL ADJ	-0.78	22.18
JACK	-0.89	18.93
JACK ADJ	-0.93	17.90

**December 1998**  
**Maintenance Average Duration -- Descriptive Page**  
**Non Designed Non Dispatched Cases**

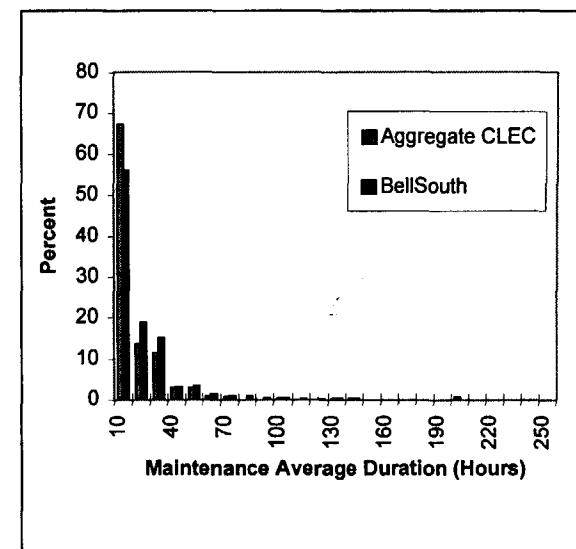
**Filtered**



**Adjusted to CLEC**



**Adjusted to BST**



Numerical		
Service Provider	Mean	Standard Deviation
BST	13.62	18.90
CLEC	9.95	16.55
Difference	3.67	

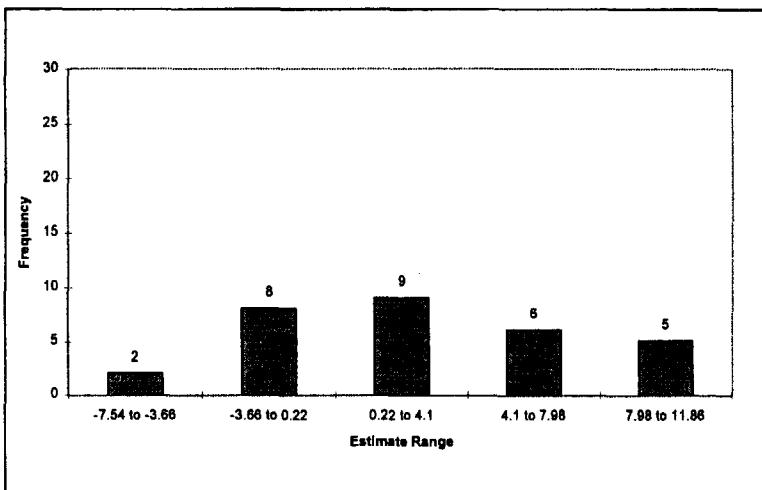
Numerical		
Service Provider	Mean	Standard Deviation
BST	12.15	17.97
CLEC	9.95	16.55
Difference	2.21	

Numerical		
Service Provider	Mean	Standard Deviation
BST	13.62	18.90
CLEC	10.75	18.63
Difference	2.87	

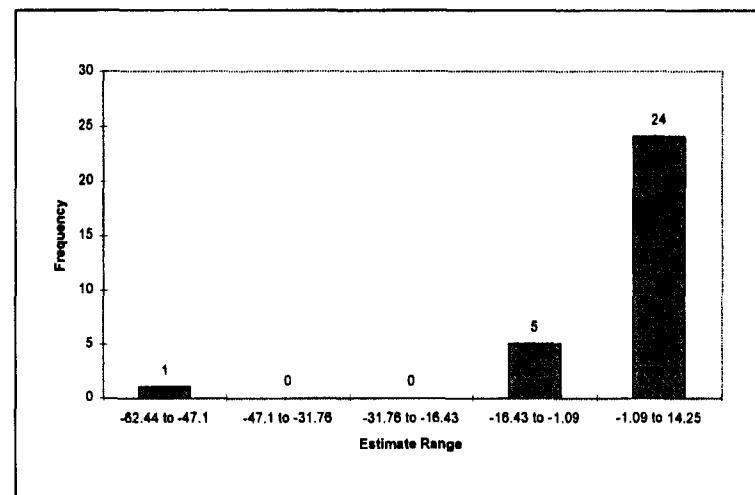
**December 1998**  
**Maintenance Average Duration -- Decision Page**  
**Non Designed Non Dispatched Cases**

**Frequency Distributions of Replicate Estimates**

**Adjusted to CLEC**



**Adjusted to BST**



Tests		
Testing Method	Test Statistic	P-value (percent)
LCUG	2.81	0.25
POOL	2.92	0.18
REPL	2.58	0.75
REPL ADJ	2.40	1.16
JACK	2.44	1.05
JACK ADJ	2.26	1.56

Note that the adjustment factor used is:

0.927598

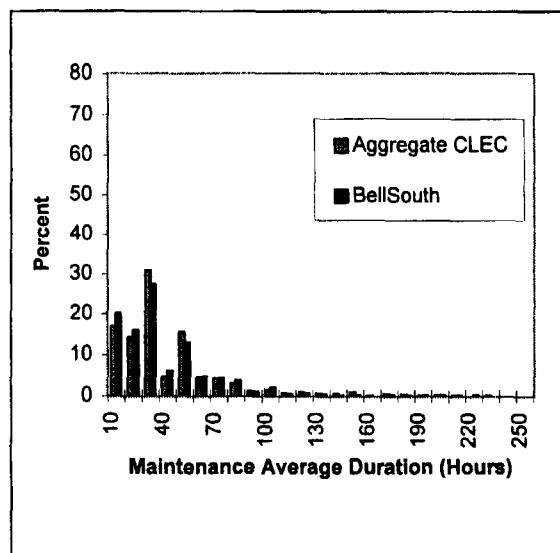
Note that the adjustment factor used is:

0.985811

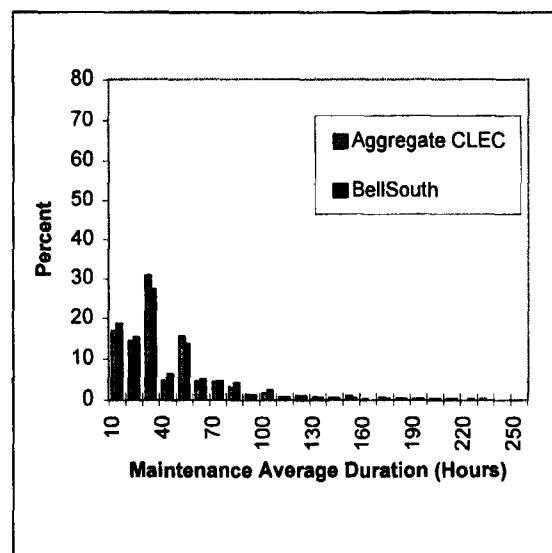
Tests		
Testing Method	Test Statistic	P-value (percent)
LCUG	2.43	0.75
POOL	2.45	0.71
REPL	1.23	11.36
REPL ADJ	1.22	11.69
JACK	2.60	0.73
JACK ADJ	2.56	0.80

**December 1998**  
**Maintenance Average Duration -- Descriptive Page**  
 Non Designed, Dispatched and Residential Cases

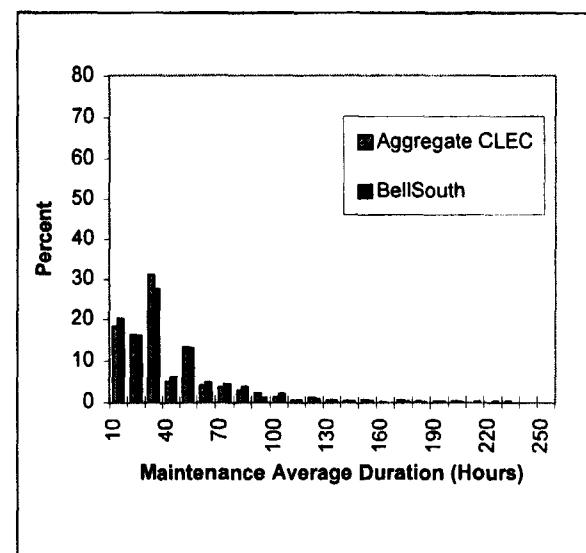
**Filtered**



**Adjusted to CLEC**



**Adjusted to BST**



Numerical		
Service Provider	Mean	Standard Deviation
BST	32.00	27.41
CLEC	34.58	30.38
Difference	-2.58	

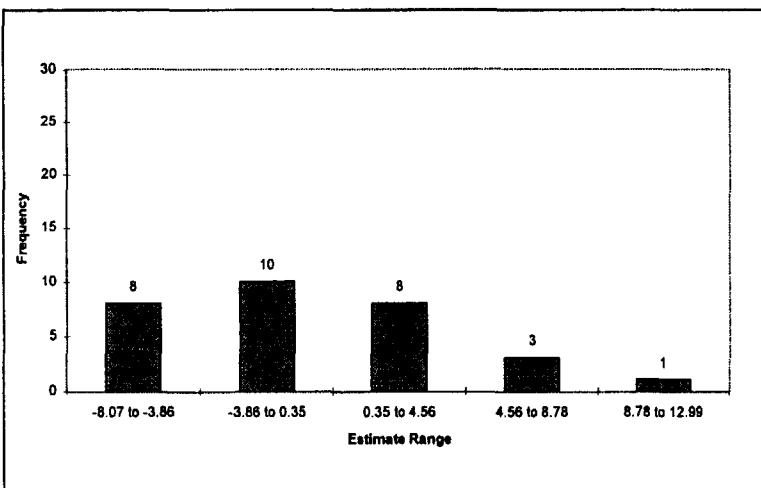
Numerical		
Service Provider	Mean	Standard Deviation
BST	33.41	28.17
CLEC	34.58	30.38
Difference	-1.18	

Numerical		
Service Provider	Mean	Standard Deviation
BST	32.00	27.41
CLEC	32.78	28.97
Difference	-0.77	

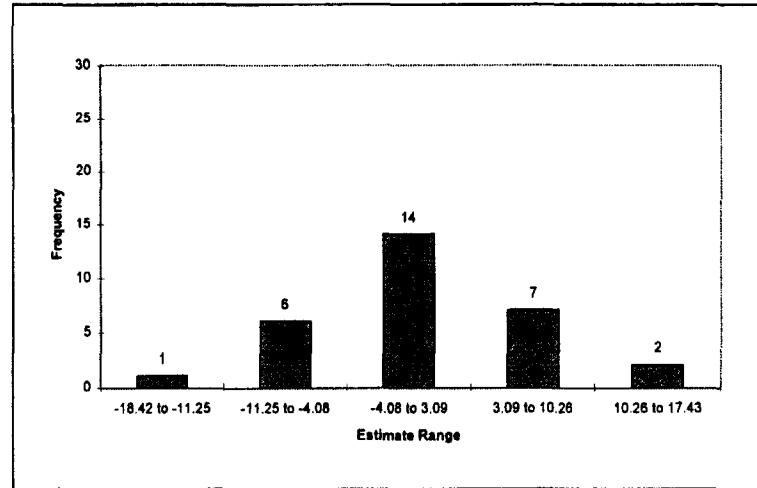
**December 1998**  
**Maintenance Average Duration -- Decision Page**  
**Non-Designed, Dispatched and Residential Cases**

**Frequency Distributions of Replicate Estimates**

**Adjusted to CLEC**



**Adjusted to BST**



Tests		
Testing Method	Test Statistic	P-value (percent)
LCUG	-1.44	7.44
POOL	-1.39	8.25
REPL	-1.31	9.98
REPL ADJ	-1.41	8.50
JACK	-1.41	8.46
JACK ADJ	-1.51	7.08

Note that the adjustment factor used is:

1.071921

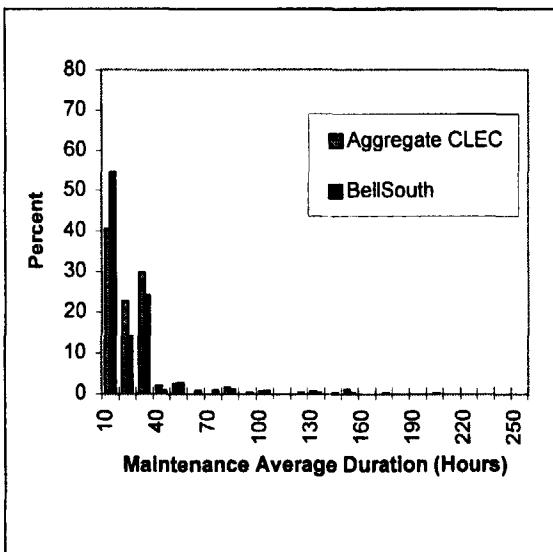
Tests		
Testing Method	Test Statistic	P-value (percent)
LCUG	-0.74	22.83
POOL	-0.72	23.46
REPL	-0.65	25.94
REPL ADJ	-0.69	24.81
JACK	-0.77	22.44
JACK ADJ	-0.81	21.22

Note that the adjustment factor used is:

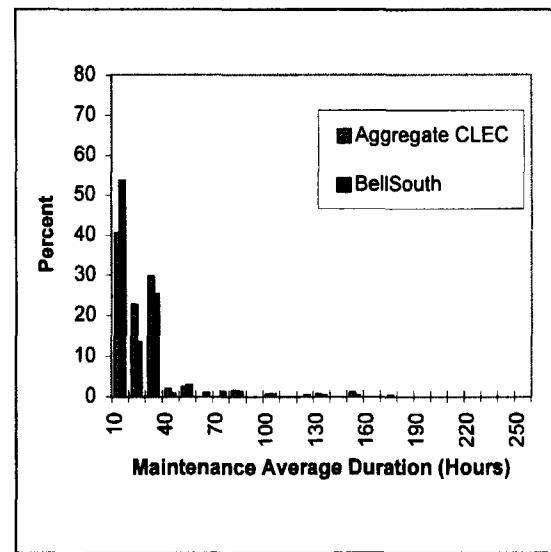
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**December 1998**  
**Maintenance Average Duration -- Descriptive Page**  
 Non Designed, Dispatched and Business Cases

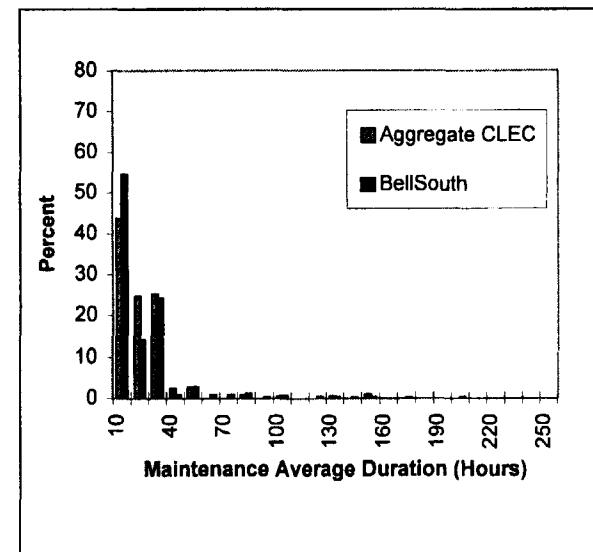
**Filtered**



**Adjusted to CLEC**



**Adjusted to BST**



Numerical		
Service Provider	Mean	Standard Deviation
<b>BST</b>	15.12	19.37
<b>CLEC</b>	17.30	19.67
<b>Difference</b>	-2.18	

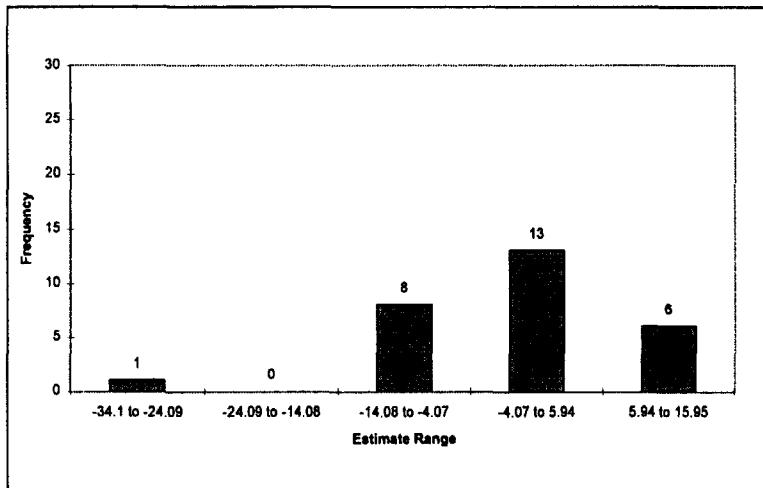
Numerical		
Service Provider	Mean	Standard Deviation
<b>BST</b>	15.82	20.33
<b>CLEC</b>	17.30	19.67
<b>Difference</b>	-1.47	

Numerical		
Service Provider	Mean	Standard Deviation
<b>BST</b>	15.12	19.37
<b>CLEC</b>	15.73	17.89
<b>Difference</b>	-0.62	

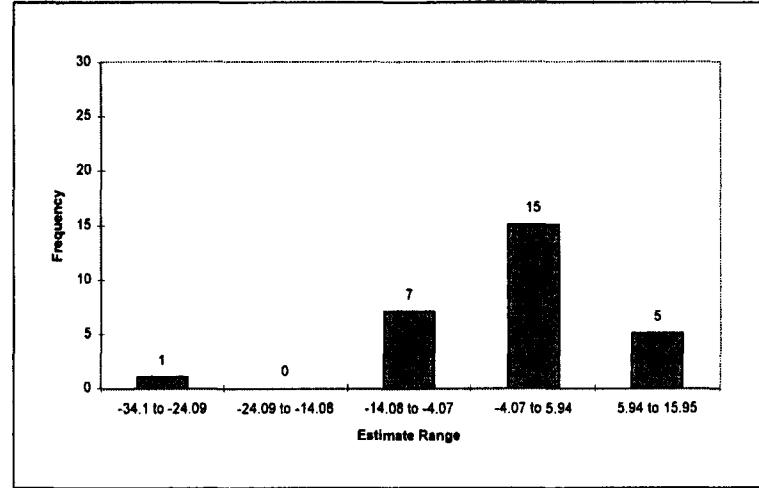
**December 1998**  
**Maintenance Average Duration -- Decision Page**  
**Non Designed, Dispatched and Business Cases**

**Frequency Distributions of Replicate Estimates**

**Adjusted to CLEC**



**Adjusted to BST**



Tests		
Testing Method	Test Statistic	P-value (percent)
LCUG	-1.01	15.52
POOL	-1.03	15.13
REPL	-0.82	20.89
REPL ADJ	-0.80	21.58
JACK	-1.22	11.66
JACK ADJ	-1.18	12.35

Note that the adjustment factor used is:

0.970145

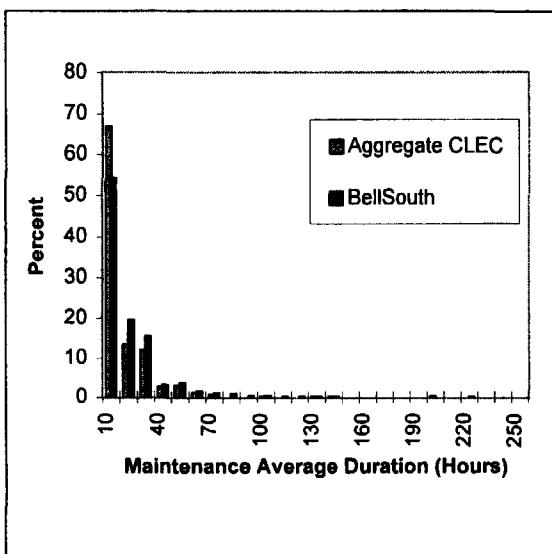
Tests		
Testing Method	Test Statistic	P-value (percent)
LCUG	-0.36	35.82
POOL	-0.38	35.29
REPL	-0.35	36.38
REPL ADJ	-0.33	37.34
JACK	-0.53	29.90
JACK ADJ	-0.49	31.26

Note that the adjustment factor used is:

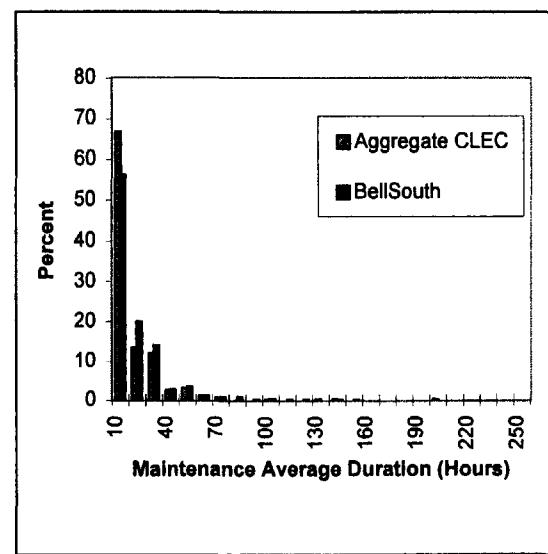
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**December 1998**  
**Maintenance Average Duration -- Descriptive Page**  
**Non Designed, Non Dispatched and Residential Cases**

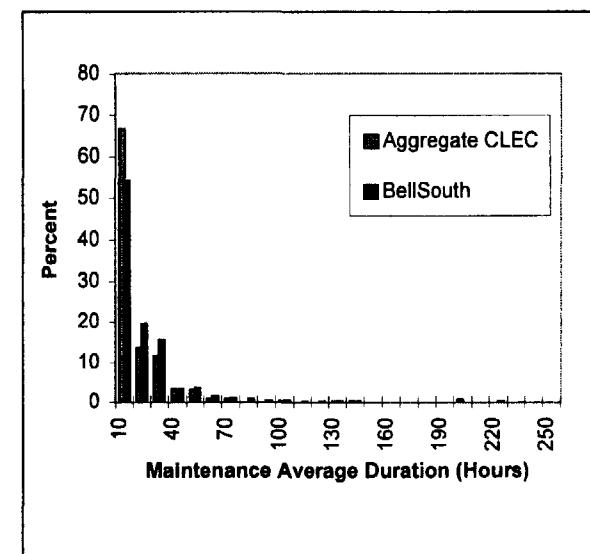
**Filtered**



**Adjusted to CLEC**



**Adjusted to BST**



**Numerical**

Service Provider	Mean	Standard Deviation
BST	14.23	19.33
CLEC	10.63	17.61
Difference	3.60	

**Numerical**

Service Provider	Mean	Standard Deviation
BST	13.43	19.00
CLEC	10.63	17.61
Difference	2.80	

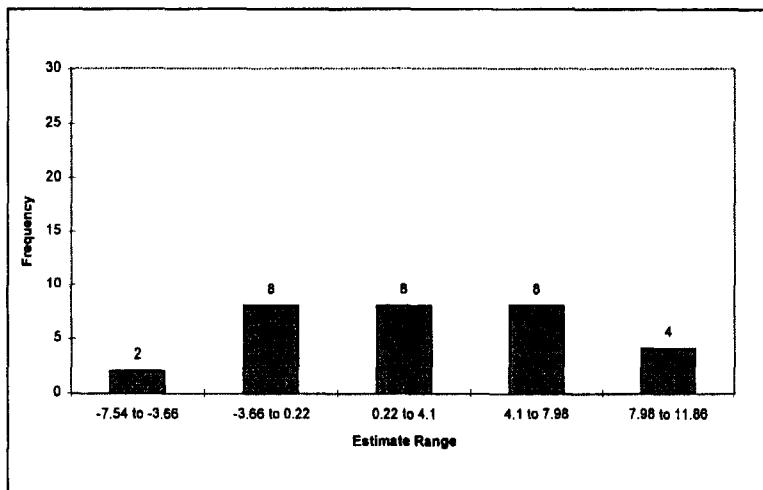
**Numerical**

Service Provider	Mean	Standard Deviation
BST	14.23	19.33
CLEC	11.09	19.16
Difference	3.15	

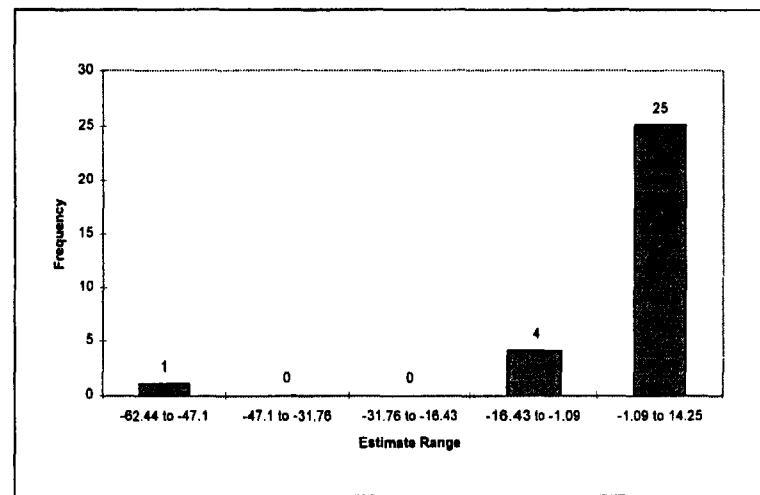
**December 1998**  
**Maintenance Average Duration -- Decision Page**  
**Non Designed, Non Dispatched and Residential Cases**

**Frequency Distributions of Replicate Estimates**

**Adjusted to CLEC**



**Adjusted to BST**



Tests		
Testing Method	Test Statistic	P-value (percent)
LCUG	3.13	0.09
POOL	3.24	0.06
REPL	3.21	0.16
REPL ADJ	2.99	0.28
JACK	2.85	0.40
JACK ADJ	2.65	0.64

Note that the adjustment factor used is:

0.931198

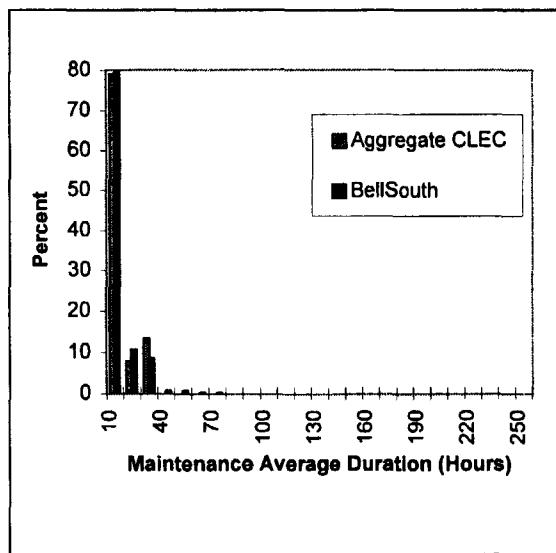
Tests		
Testing Method	Test Statistic	P-value (percent)
LCUG	2.46	0.69
POOL	2.47	0.67
REPL	1.35	9.38
REPL ADJ	1.34	9.56
JACK	2.70	0.58
JACK ADJ	2.68	0.61

Note that the adjustment factor used is:

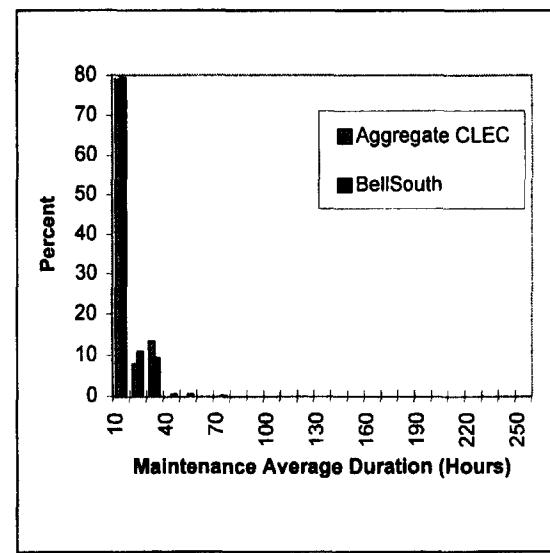
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**December 1998**  
**Maintenance Average Duration -- Descriptive Page**  
 Non Designed, Non Dispatched and Business Cases

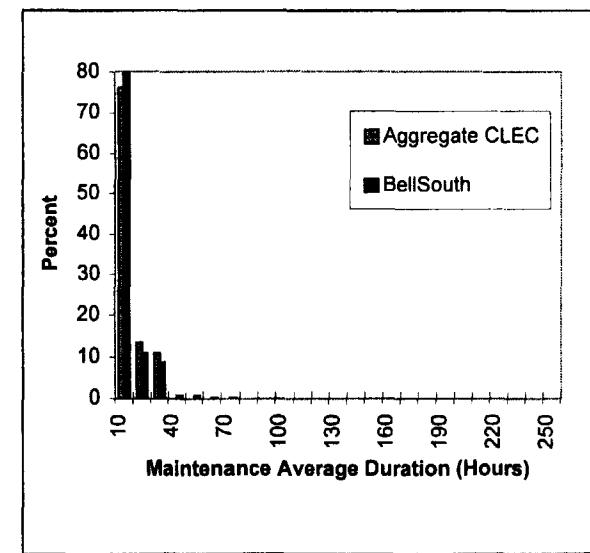
**Filtered**



**Adjusted to CLEC**



**Adjusted to BST**



**Numerical**

Service Provider	Mean	Standard Deviation
BST	5.60	8.69
CLEC	6.33	8.20
Difference	-0.73	

**Numerical**

Service Provider	Mean	Standard Deviation
BST	5.39	8.19
CLEC	6.33	8.20
Difference	-0.94	

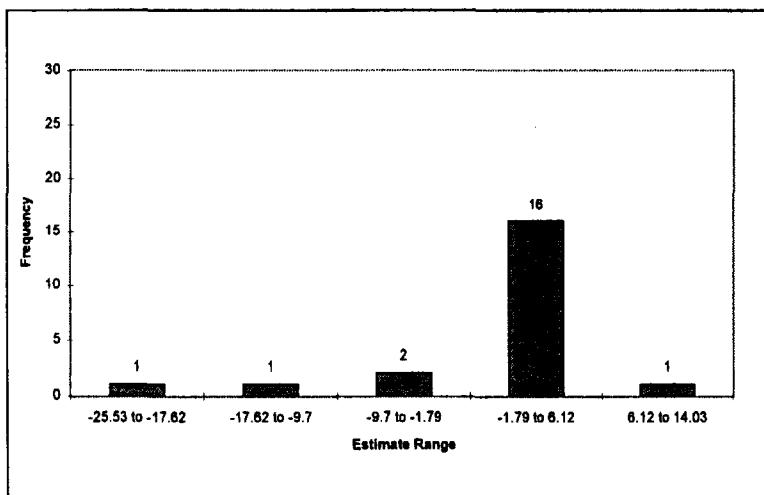
**Numerical**

Service Provider	Mean	Standard Deviation
BST	5.60	8.69
CLEC	6.42	7.90
Difference	-0.82	

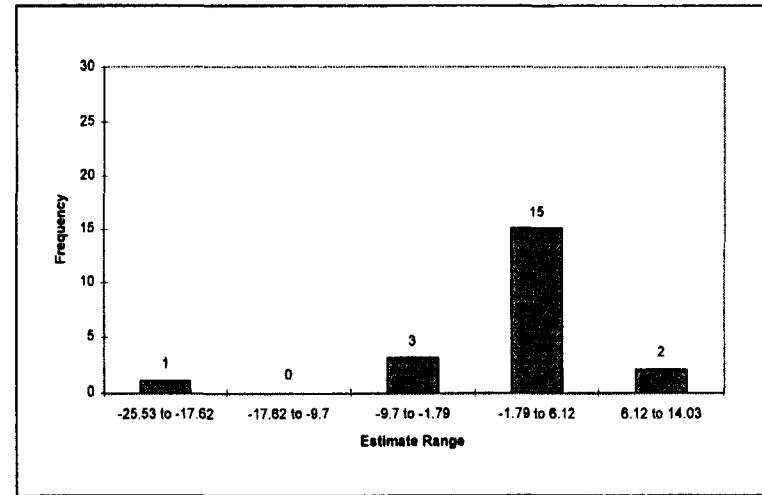
**December 1998**  
**Maintenance Average Duration -- Decision Page**  
**Non Designed, Non Dispatched and Business Cases**

**Frequency Distributions of Replicate Estimates**

**Adjusted to CLEC**



**Adjusted to BST**



Tests		
Testing Method	Test Statistic	P-value (percent)
LCUG	-0.99	16.21
POOL	-0.99	16.21
REPL	-0.55	29.31
REPL ADJ	-0.55	29.30
JACK	-0.73	23.79
JACK ADJ	-0.73	23.77

Note that the adjustment factor used is:

1.000502

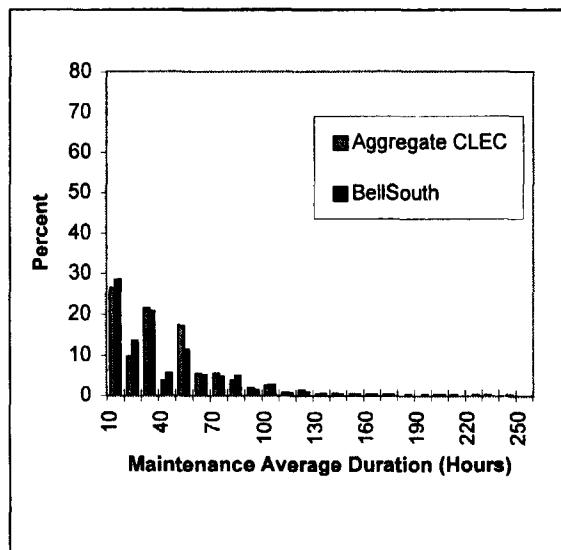
Note that the adjustment factor used is:

0.913195

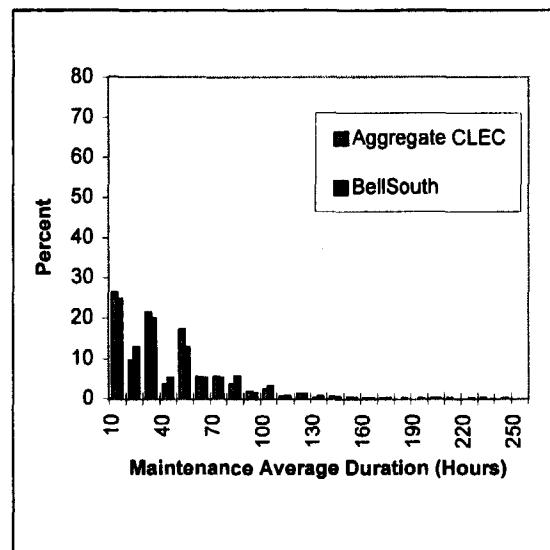
Tests		
Testing Method	Test Statistic	P-value (percent)
LCUG	-0.63	26.34
POOL	-0.66	25.39
REPL	-0.50	31.22
REPL ADJ	-0.45	32.73
JACK	-0.69	24.87
JACK ADJ	-0.63	26.75

**December 1998**  
**Maintenance Average Duration -- Descriptive Page**  
**Non Designed Shreveport Cases**

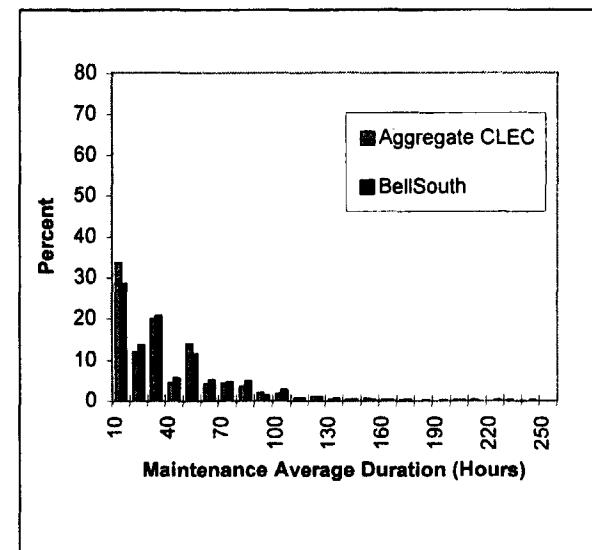
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**Adjusted to CLEC**



**Adjusted to BST**



Numerical		
Service Provider	Mean	Standard Deviation
<b>BST</b>	31.65	30.28
<b>CLEC</b>	34.13	31.48
<b>Difference</b>	-2.48	

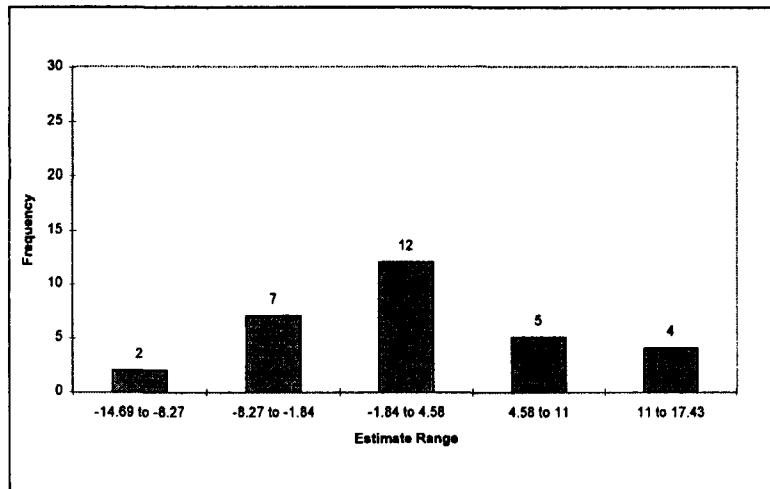
Numerical		
Service Provider	Mean	Standard Deviation
<b>BST</b>	34.86	31.63
<b>CLEC</b>	34.13	31.48
<b>Difference</b>	0.73	

Numerical		
Service Provider	Mean	Standard Deviation
<b>BST</b>	31.65	30.28
<b>CLEC</b>	28.77	28.43
<b>Difference</b>	2.88	

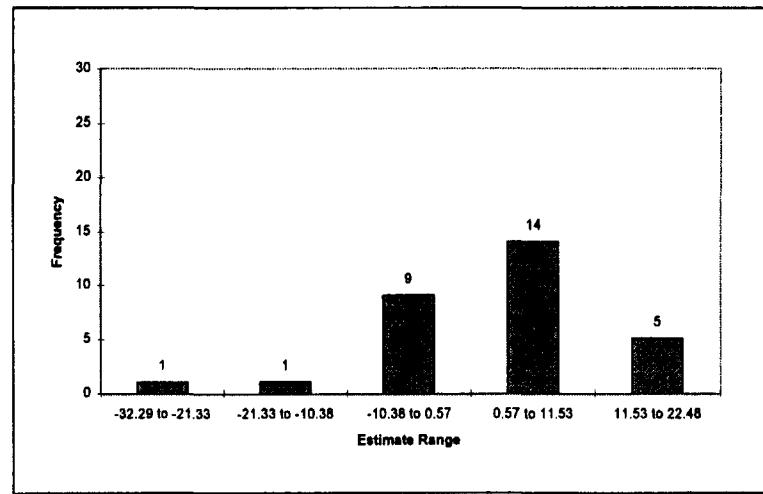
**December 1998**  
**Maintenance Average Duration -- Decision Page**  
**Non Designed Shreveport Cases**

**Frequency Distributions of Replicate Estimates**

**Adjusted to CLEC**



**Adjusted to BST**



Tests		
Testing Method	Test Statistic	P-value (percent)
LCUG	0.58	28.23
POOL	0.58	28.18
REPL	0.55	29.22
REPL ADJ	0.55	29.30
JACK	0.51	30.66
JACK ADJ	0.51	30.73

Note that the adjustment factor used is:

**0.995516**

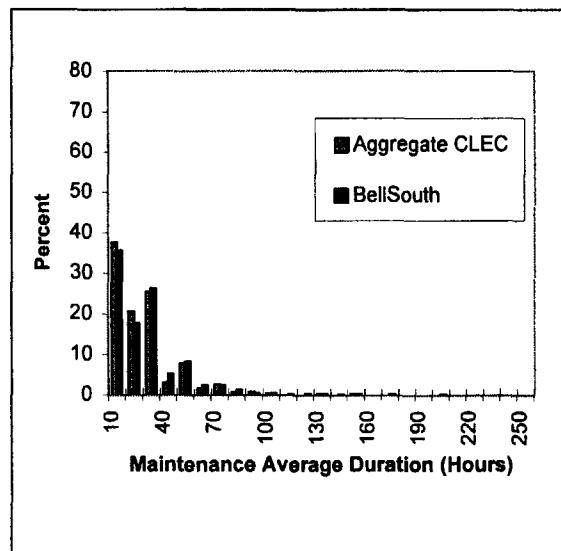
Note that the adjustment factor used is:

**0.939894**

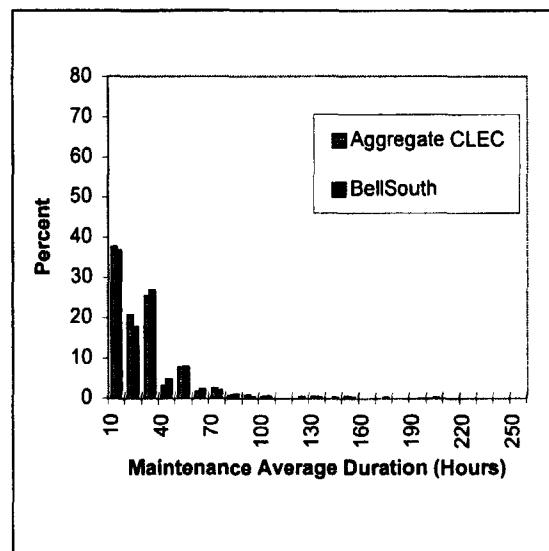
Tests		
Testing Method	Test Statistic	P-value (percent)
LCUG	1.55	6.09
POOL	1.60	5.53
REPL	1.45	7.84
REPL ADJ	1.37	9.12
JACK	3.05	0.24
JACK ADJ	2.87	0.38

**December 1998**  
**Maintenance Average Duration -- Descriptive Page**  
**Non Designed Lafayette Cases**

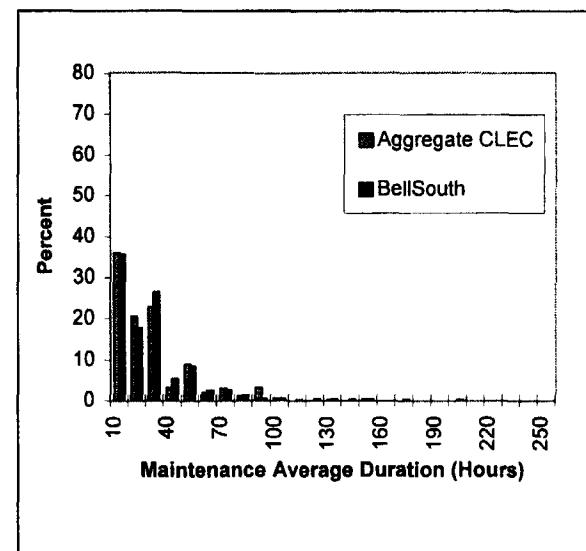
**Filtered**



**Adjusted to CLEC**



**Adjusted to BST**



Numerical		
Service Provider	Mean	Standard Deviation
BST	21.37	21.37
CLEC	19.46	19.37
Difference	1.91	

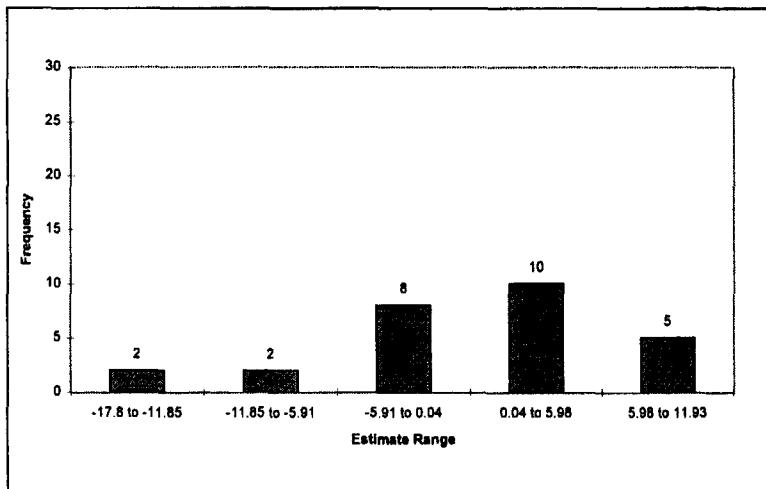
Numerical		
Service Provider	Mean	Standard Deviation
BST	20.70	21.21
CLEC	19.46	19.37
Difference	1.24	

Numerical		
Service Provider	Mean	Standard Deviation
BST	21.37	21.37
CLEC	21.54	21.28
Difference	-0.17	

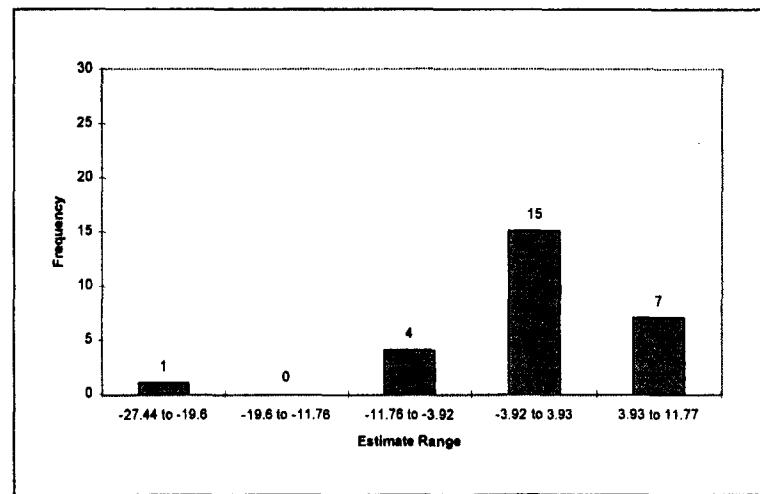
**December 1998**  
**Maintenance Average Duration -- Decision Page**  
**Non Designed Lafayette Cases**

**Frequency Distributions of Replicate Estimates**

**Adjusted to CLEC**



**Adjusted to BST**



Tests		
Testing Method	Test Statistic	P-value (percent)
LCUG	1.02	15.41
POOL	1.06	14.36
REPL	0.94	17.77
REPL ADJ	0.87	19.73
JACK	1.35	9.42
JACK ADJ	1.24	11.25

Note that the adjustment factor used is:

0.919929

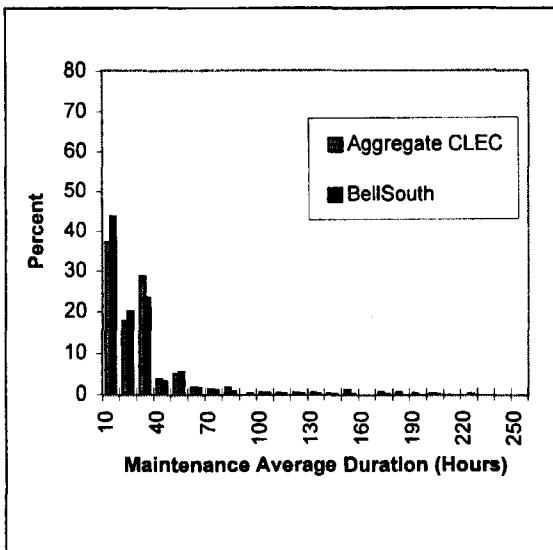
Note that the adjustment factor used is:

0.995773

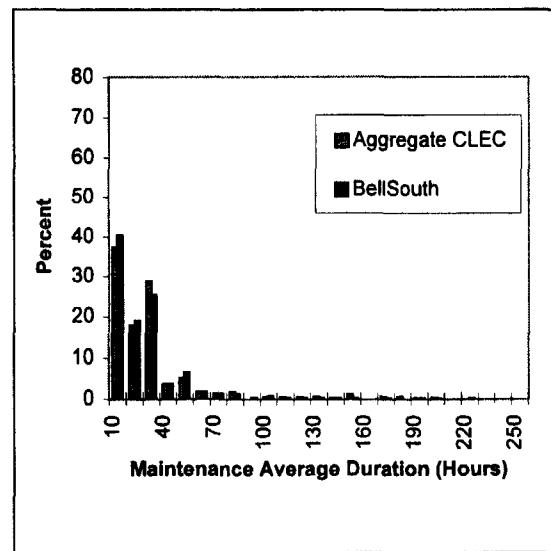
Tests		
Testing Method	Test Statistic	P-value (percent)
LCUG	-0.11	45.58
POOL	-0.11	45.57
REPL	-0.12	45.30
REPL ADJ	-0.12	45.32
JACK	-0.10	46.18
JACK ADJ	-0.10	46.20

**December 1998**  
**Maintenance Average Duration -- Descriptive Page**  
 Non Designed New Orleans Cases

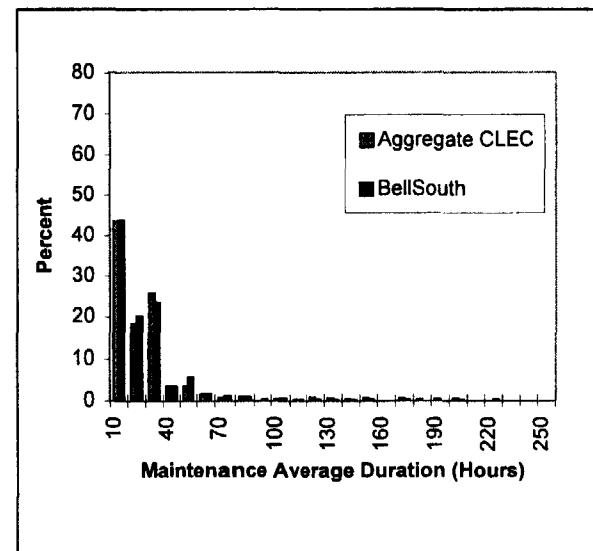
**Filtered**



**Adjusted to CLEC**



**Adjusted to BST**



Numerical		
Service Provider	Mean	Standard Deviation
BST	17.51	20.41
CLEC	22.50	28.53
Difference	-4.99	

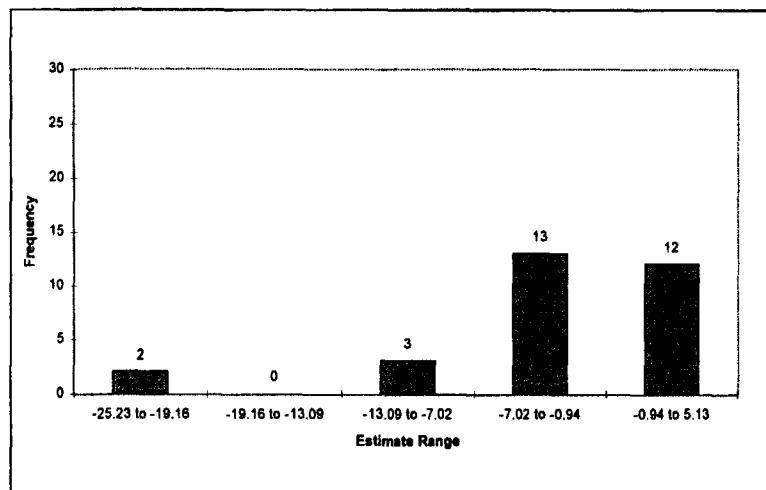
Numerical		
Service Provider	Mean	Standard Deviation
BST	19.40	22.10
CLEC	22.50	28.53
Difference	-3.10	

Numerical		
Service Provider	Mean	Standard Deviation
BST	17.51	20.41
CLEC	19.58	27.38
Difference	-2.07	

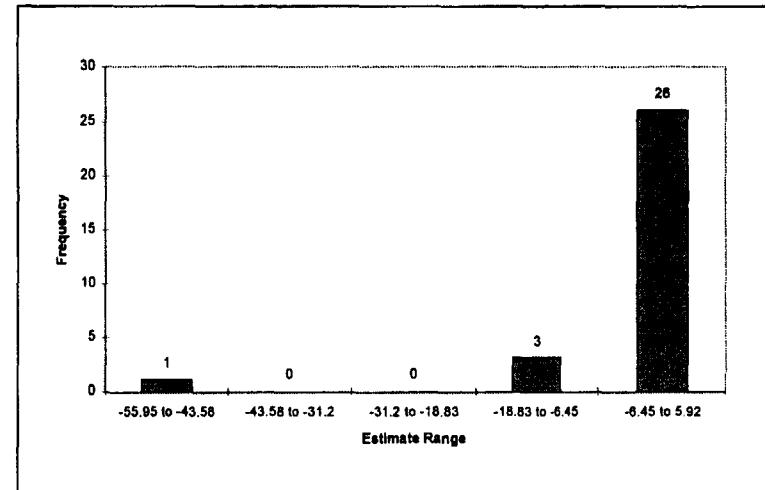
**December 1998**  
**Maintenance Average Duration -- Decision Page**  
**Non Designed New Orleans Cases**

**Frequency Distributions of Replicate Estimates**

**Adjusted to CLEC**



**Adjusted to BST**



Tests		
Testing Method	Test Statistic	P-value (percent)
LCUG	-3.54	0.02
POOL	-3.07	0.11
REPL	-2.56	0.80
REPL ADJ	-3.26	0.14
JACK	-3.67	0.05
JACK ADJ	-4.67	0.00

Note that the adjustment factor used is:

1.272670

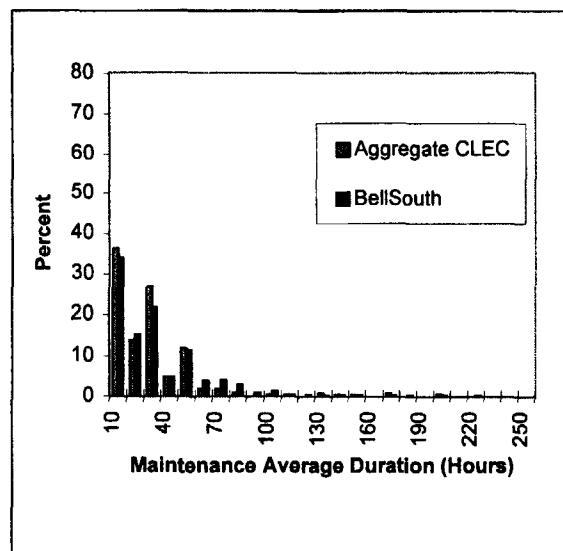
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1.334545

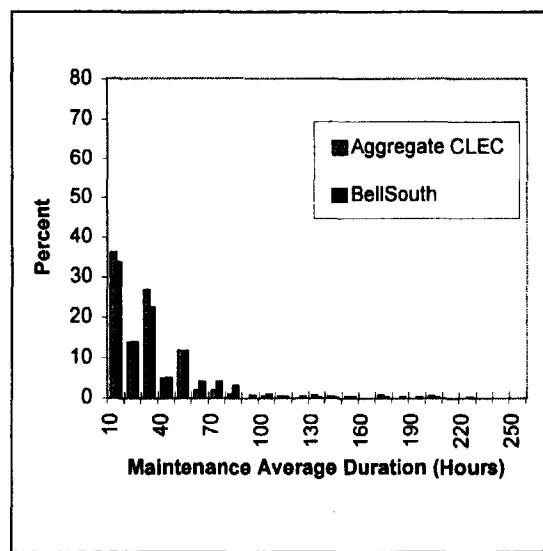
Tests		
Testing Method	Test Statistic	P-value (percent)
LCUG	-1.97	2.46
POOL	-1.66	4.82
REPL	-1.01	16.01
REPL ADJ	-1.35	9.38
JACK	-1.92	3.22
JACK ADJ	-2.57	0.78

**December 1998**  
**Maintenance Average Duration -- Descriptive Page**  
**Non Designed Baton Rouge Cases**

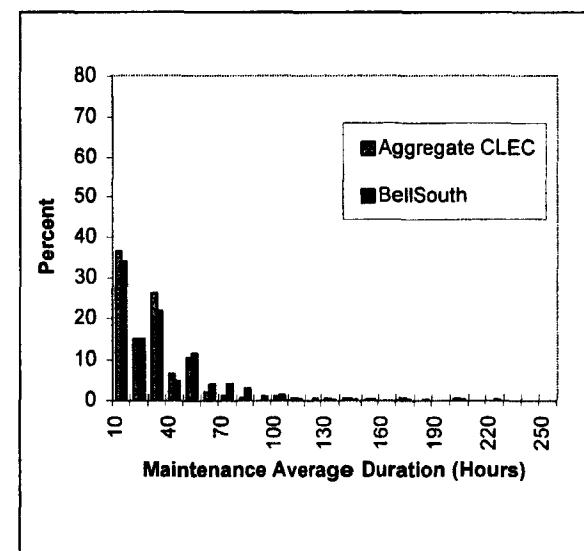
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**Adjusted to CLEC**



**Adjusted to BST**



Numerical		
Service Provider	Mean	Standard Deviation
BST	25.79	25.52
CLEC	23.54	25.89
Difference	2.25	

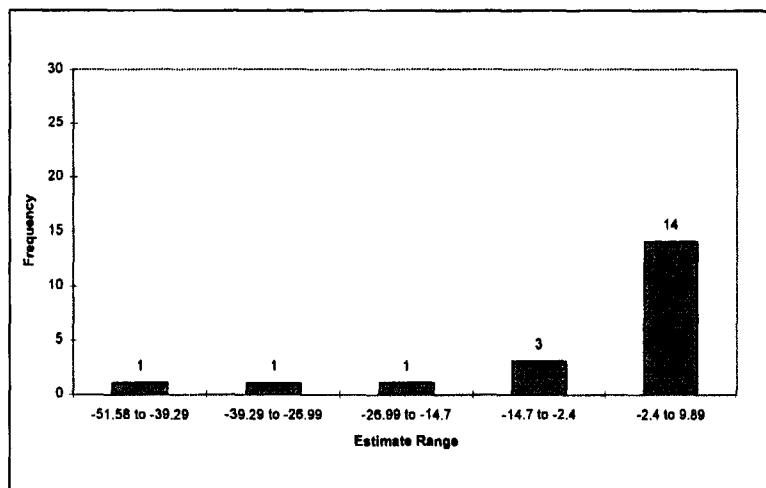
Numerical		
Service Provider	Mean	Standard Deviation
BST	25.70	25.15
CLEC	23.54	25.89
Difference	2.16	

Numerical		
Service Provider	Mean	Standard Deviation
BST	25.79	25.52
CLEC	22.71	25.45
Difference	3.08	

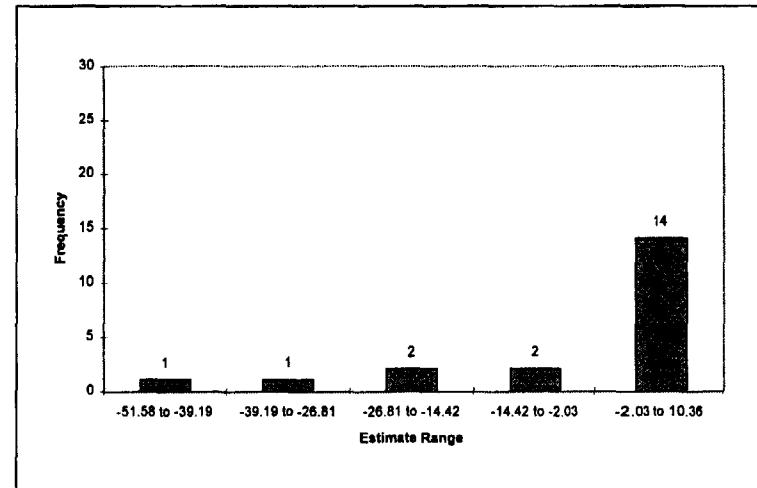
**December 1998**  
**Maintenance Average Duration -- Decision Page**  
**Non Designed Baton Rouge Cases**

**Frequency Distributions of Replicate Estimates**

**Adjusted to CLEC**



**Adjusted to BST**



Tests		
Testing Method	Test Statistic	P-value (percent)
LCUG	1.51	6.58
POOL	1.49	6.86
REPL	0.63	26.88
REPL ADJ	0.64	26.34
JACK	2.05	2.72
JACK ADJ	2.11	2.44

Note that the adjustment factor used is:

1.026659

Tests		
Testing Method	Test Statistic	P-value (percent)
LCUG	1.70	4.48
POOL	1.70	4.45
REPL	0.82	21.10
REPL ADJ	0.82	21.17
JACK	2.52	1.05
JACK ADJ	2.51	1.07

Note that the adjustment factor used is:

0.997035

# December 1998

## Maintenance Average Duration Weighting Report

CLEC		BST	
# of Records	2,089	# of Records	58,813
No Matching BST	2	No Matching CLEC	15,326
Classification (1)		Classification (2)	
<b>Subtotal</b>	<b>2,087</b>	<b>Subtotal</b>	<b>43,487</b>

<b>CLEC Categories with No matching BST (First 10)</b>				
Wire Center	Time	Dispatch	Residential	CLEC Count
JCSNLAMA	1	2	2	1
WLSNLAMA	1	1	2	1

<b>BST Categories with No matching CLEC (First 10)</b>				
Wire Center	Time	Dispatch	Residential	BST Count
MINDLAMA	2	2	1	243
HGTNLAMA	2	2	1	183
LKCHLAUN	2	1	1	179
BTRGLAWN	1	1	1	157
NWORLAMT	1	2	1	155
KTVLLAMA	2	2	1	148
LFYTLAVM	1	2	1	146
HGTNLAMA	1	2	1	144
NWORLASW	2	2	1	132
BTRGLASB	1	1	2	129